



Cisco Unified Web and E-Mail Interaction Manager Installation Guide

For Unified Contact Center Express

Release 4.2(1) June 2009

Americas Headquarters

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Preface

- About this guide
- Document conventions
- Other learning resources

Welcome to Cisco® Interaction ManagerTM, multichannel interaction software used by businesses all over the world to build and sustain customer relationships. A unified suite of the industry's best applications for web and email interaction management, it is the backbone of many innovative contact center and customer service helpdesk organizations.

Cisco Interaction Manager includes a common platform and one or both of the following applications:

- Cisco Unified Web Interaction Manager (Unified WIM)
- Cisco Unified E-Mail Interaction Manager (Unified EIM)

About this guide

Cisco Unified Web and E-Mail Interaction Manager Installation Guide is intended for installation engineers, system administrators, database administrators, and others who are responsible for installing and maintaining your Cisco Interaction Manager installation.

This guide is for installations that are integrated with Cisco Unified Contact Center Express (Unified CCX).

Important: In this release, Unified WIM is not integrated with Unified CCX.

Document conventions

This guide uses the following typographical conventions.

Convention	Indicates
Italic	Emphasis. Or the title of a published document.
Bold	Labels of items on the user interface, such as buttons, boxes, and lists. Or text that must be typed by the user.
Monospace	The name of a file or folder, a database table column or value, or a command.
Variable	User-specific text; varies from one user or installation to another.

Document conventions

Other learning resources

Various learning tools are available within the product, as well as on the product CD and our web site. You can also request formal end-user or technical training.

Online help

The product includes topic-based as well as context-sensitive help.

Use	To view
Help button	Topics in <i>Cisco Unified Web and E-Mail Interaction Manager Help</i> ; the Help button appears in the console toolbar on every screen.
F1 keypad button	Context-sensitive information about the item selected on the screen.

Online help options

Document set

Unified WIM and Unified EIM documentation is available in the Documents folder on the product CD. It includes the following documents:

- Cisco Unified Web and E-Mail Interaction Manager System Requirements
- Cisco Unified Web and E-Mail Interaction Manager Browser Settings Guide
- Cisco Unified Web and E-Mail Interaction Manager Administration Console User's Guide
- Cisco Unified Web and E-Mail Interaction Manager Agent Console User's Guide
- Cisco Unified Web and E-Mail Interaction Manager Knowledge Base Console User's Guide
- Cisco Unified Web and E-Mail Interaction Manager Reports Console User's Guide
- Cisco Unified Web and E-Mail Interaction Manager Supervision Console User's Guide
- Cisco Unified Web and E-Mail Interaction Manager System Console User's Guide
- Cisco Unified Web and E-Mail Interaction Manager Tools Console User's Guide

The latest versions of all Cisco documentation can be found online at http://www.cisco.com

- All Unified EIM documentation can be found online at http://www.cisco.com/en/US/products/ps7236/tsd_products_support_series_home.html
- All Unified WIM documentation can be found online at http://www.cisco.com/en/US/products/ps7233/tsd_products_support_series_home.html
- In particular, Release Notes for these products can be found at http://www.cisco.com/en/US/products/ps7236/prod_release_notes_list.html
- For general access to Cisco Voice and Unified Communications documentation, go to http://www.cisco.com/en/US/products/sw/voicesw/tsd_products_support_category_home.html

Planning

- Configuration options
- Additional partitions

Designing the right configuration for your business is the first step toward setting up a robust and scalable system. Configuration options for Cisco Interaction Manager are many—ranging from a simple single-server installation to many flavors of distributed installations. This chapter describes available configuration options, best practices for distributed-server installations, and considerations that will help you determine how many partitions to install. See *Cisco Unified Web and E-Mail Interaction Manager Solutions Reference Network Design Guide* for deployment recommendations for various scenarios.

A reference sheet is provided on page 97 to help you record your configuration choices and related details. You will need to refer to this sheet often during the installation process.

If this installation is the first step towards installing Maintenance Release (MR) 4.2(5), refer to "Appendix B: Path to Maintenance Release 4.2(5)" on page 104 for a flowchart depicting the various tasks that must be completed to get to MR 4.2(5).

Configuration options

A Cisco Interaction Manager installation has five components. They are:

- 1. File server, which is always installed on the same machine as the primary application server
- 2. Database
- 3. Application server
- Web server, which in the case of Unified WIM is installed on a separate machine outside the firewall for security reasons
- 5. Services server

You can install these components in any of the following three types of configuration:

- 1. **Single server or collocated:** All components are on a single server. This is the simplest type of configuration. A true single-server deployment is possible only for Unified EIM installations. If the installation includes Unified WIM, it becomes a collocated deployment, where the web server is installed on a separate machine outside the firewall.
- 2. **Split server or collocated:** Components are split across two servers. The database is on one server, while all other components are on the other server. A true split-server deployment is possible only for Unified EIM installations. If the installation includes Unified WIM, it becomes a collocated deployment, where the web server is installed on a separate machine outside the firewall.
- 3. **Distributed server:** Components are distributed over three or more servers. A wide range of options is available for distributed-server configurations (See *Cisco Unified Web and E-Mail Interaction Manager Solutions Reference Network Design Guide* and *Cisco Unified Contact Center Express (CCX) Configuration & Ordering Tool* for deployment recommendations). The database is usually installed on a dedicated server, and the other components are spread over two or more servers. If the installation includes Unified WIM, the web server is installed on a separate machine outside the firewall.

Additional partitions

Meant for enterprise-wide deployments, a single installation of Unified WIM and Unified EIM can be used by independent business units in an organization with the help of separate business partitions. While the hardware and software is common for all partitions, system resources and business objects are stored and managed separately for each partition. Create additional partitions if you want to:

- Segregate data between business units in your enterprise.
- Serve multiple customers from a single installation.

Additional business partitions are ideal for organizations where business units (or clients, in the case of an outsourced services provider) do not need to share customer, interaction, or product information. For example, a bank that serves individual retail consumers as well as corporations might want two partitions as the product offerings and customer service needs for these segments are different. Partitions can also be used for different geographies. The same bank, to continue with our example, might choose to use separate partitions for their US and China businesses because of legal and regulatory needs.

The installation program, by default, sets up two partitions:

- 1. The System partition, which is shared by all business partitions
- 2. A business partition with one department

You can create additional business partitions by using the installation program (see "Additional partitions" on page 76).

Each partition is created with one department. While partitions do not share system resources or business objects, departments within a partition share system resources and can also share specific business resources. Additional departments are created in the Administration Console. See *Cisco Unified Web and E-Mail Interaction Manager Administration Console User's Guide* for more information.

Pre-installation tasks

- Verifying system requirements
- Collecting required information
- Configuring environment variables
- Verifying SQL Server authentication settings
- Verifying state of Microsoft Search service
- Setting up user accounts and permissions
- Verifying directory names
- Creating WebLogic domains
- Configuring virus scanner
- Verifying Network Configuration
- Verifying Unified CCX installation

This chapter describes pre-installation procedures. It is important to perform these procedures carefully. As you need to prepare the installation environment in advance, read this installation guide and the following documents before planning and implementing the installation:

- Cisco Unified Web and E-Mail Interaction Manager Release Notes
- Cisco Unified Web and E-Mail Interaction Manager System Requirements
- Cisco Unified Web and E-Mail Interaction Manager Solutions Reference Network Design Guide

Verifying system requirements

Bandwidth and hardware requirements

To verify bandwidth and hardware requirements:

- Confirm that the bandwidth and servers required for the configuration of your choice is available. The following resources will help you determine these requirements:
 - Cisco Unified Web and E-Mail Interaction Manager System Requirements
 - Cisco Unified Web and E-Mail Interaction Manager Solutions Reference Network Design Guide
 - Cisco Unified Contact Center Express (CCX) Configuration & Ordering Tool
 - Cisco Customer Response Solutions (CRS) Software and Hardware Compatibility Guide

Software requirements

Cisco Unified Web and E-Mail Interaction Manager System Requirements lists the software environment that must be set up on the various server-class machines. Create the environment in the following order.

To set up the required software environment:

- 1. On the web and application server machines:
 - a. Install BEA® WebLogic ServerTM 8.1 SP 6 (included on the Cisco product CD).
 - b. Create WebLogic domains (see "Creating WebLogic domains" on page 17 for the procedure); make sure you choose Sun JDK.
- 2. On the services server machines in distributed-server configurations:
 - Install JDK 1.4.2_11 (included on the Cisco product CD with BEA® WebLogic Server).
- 3. On the database server machine:
 - a. Make sure that the following three services are running: NT LM Security Support Provider service, Remote Procedure Call (RPC) service, and the Remote Procedure Call (RPC) Locator service.
 - b. Install Microsoft® SQL Server® 2000 SP 4. Select the default SQL instance while installing SQL Server.
 - c. Verify that the SQL collation setting is: SQL_Latin1_General_CP1_CI_AS

- d. Enable mixed-mode authentication.
- e. In SQL Enterprise Manager, ensure that the Full-text Search service is running.
- 4. Ensure that an accessible POP3 server is running.

Collecting required information

To collect required information:

Use the reference sheet provided in Appendix A (page 97) to gather the information that you will need during the installation process.

Configuring environment variables

To configure environment variables on all application and services server machines:

- 1. Ensure that the JDK path is added to the path environment variable. For example, BEA_Home\JDK142_11\bin.
- 2. Set the TEMP environment variable to point to some physical location on the system. For example, C:\temp.

Verifying SQL Server authentication settings

To verify the authentication mode of SQL Server:

- 1. Go to Start > Programs > Microsoft SQL Server > Enterprise Manager.
- 2. Browse to Microsoft SQL Servers > SQL Server Group > Server_Name.
- 3. Right-click Server_Name and click Properties.
- 4. In the SQL Server Properties window, go to the Security tab.

5. Verify that the SQL Server authentication mode is set to SQL Server and Windows. If authentication is set to Windows only, then the application won't be able to connect to the database.

5QL Server Pi	operties (Configure) - ((local)	×
Server Settir General	ngs Database Settings Memory Processo	Replication Ac r Security	tive Directory
- Security-	SQL Server provides authe accounts and a named SQ Authentication:	ntication based on Wir L Server login ID and p idowie C Eaiture C All e ownership chaining	ndows nassword.
Startup service account Start and run SQL Server in the following account System account Inis account Essword:			
	OK	Cancel	Help

Verify SQL Server authentication

Verifying state of Microsoft Search service

To verify the state of the Microsoft Search service:

- 1. Go to Start > Programs > Administrative Tools > Services.
- 2. Ensure that the Microsoft Search service is running.

This service is required for text searches.

Setting up user accounts and permissions

You will need administrator privileges on the local system to perform the installation.

To set up user accounts and permissions:

1. Create a domain user account for exclusive use by Cisco Interaction Manager.



Caution: Do not change the password of the domain account after Cisco Interaction Manager is installed. The system becomes inaccessible if the password is changed later.

2. Add this account to your local administrator group. Use this account to install and configure the system.

3. Verify that the IIS service is running. In a single-server or split-server configuration, you can run the system using the local system account. In a collocated or distributed-server configuration, a domain account must be used.

Verifying directory names

To verify directory names:

Ensure that the names of your BEA, WebLogic, and JDK home directories do not contain any spaces.

Creating WebLogic domains

You need to create WebLogic domains for each application server in your configuration before starting the installation program. The procedures for creating the WebLogic domain for the primary application server and that for secondary application servers is different.

Creating a WebLogic domain for the primary application server

To create the WebLogic domain for the primary application server:

- 1. Go to Start > Programs > BEA WebLogic Platform 8.1 > Configuration Wizard.
- 2. In the Create or Extend a Configuration window, select Create a new WebLogic configuration.



Choose to create a new WebLogic configuration

3. In the Select a Configuration Template window, select Basic WebLogic Server Domain.



Choose configuration template

4. In the Choose Express or Custom Configuration window, select the Express configuration option.

BEA WebLogic Configuration Wizard	
Choose Express or Custom Configuration Choose between default and customized settings for your configuration.	<i>i bea</i>
	۲ ا
© Express	
Create a configuration quickly using the default template settings.	
This option does not permit modification of template settings, for example, server port numbers, and creates a configuration exactly as defined by the template.	
○ Custom	
Create a custom configuration by modifying any template settings, as desired.	
This option permits modification of template settings including clustering, database(JDBC), messaging(JMS), and advanced security options.	
Exk Help Prev	ious <u>N</u> ext

Choose express configuration

5. In the Configure Administrative Username and Password window, configure the user name and password of the WebLogic administrator.

🚯 BEA WebLogic Configuratio	n Wizard	
Configure Administrativ Create a user automatically assign This user is the default administral	e Username and Password hed to the Administrative Role. for used to start development mode servers.	<i>i bea</i>
💍 Discard Changes		
*User name:	weblogic	
*User password:	****	
*Confirm user password:	****	
Description:	The default administration user	
Exit Help		Previous Next

Create administrative user

- 6. In the Configure Server Start Mode and Java SDK window, select the following options:
 - In the WebLogic Configuration Startup Mode section, select the start mode to be Production Mode.
 - In the Java SDK Selection section, in the BEA Supplied SDKs list select Sun SDK 1.4.2_11.

BEA WebLogic Configuration Wizard	
Configure Server start Mode and Java SDK Choose the WebLogic configuration startup mode and the Java Software Development Kit (SDK) to be used for the domain.	<i>i</i> bea
To use WebLogic JRockit in production, BEA recommends developing and WebLogic Rockit Migration Guide for information about migrating to We WebLogic Configuration Startun Mode	I testing your applications with WebLogic JRockit early in the project cycle. See blogic JRockit.
O Development Mode Utilize book, properties for username and password and polif or applications to deploy. Sun DX recommended for better startup performance during terative development. O Production Mode Require the entry of a username and password and do not polif or applications to deploy. Web.cogic. Roods DX recommended for better runtime performance and management.	BEA Supplied SDKs Rodik 5DK 1.4.2_10-8160 @ D:[bea]podik31sp6_1 Sun 50K 1.4.2_11 @ D:[bea]pdk142_11 U Dther Java 5DK Control
E <u>v</u> it <u>H</u> elp	Previous Next

Configure server start mode and Java SDK

7. In the Create WebLogic Configuration window, select **myserver** and click **Create** to complete the process of creating the domain.

BEA WebLogic Configuration Wizard		
Create WebLogic Configuration Specify the directory in which you want to create a WebLogic con summary and make any corrections by returning to the associated	figuration. Please review the d section in the Configuration Wi	zard.
Configuration Summary	Configuration Details	
Summary View: Deployment *	Neme "Name: "Name: Listen address: Listen port:	Value myserver 7001
Configuration Location and Domain Name Browse C:\bea\user_projects\domains\mydomain		Configuration Name: mydomain
Exit Help		Previous Create

Create WebLogic configuration

After creating the WebLogic domain, you can verify that it has been created successfully. For details see "Verifying WebLogic domains" on page 26.

Creating WebLogic domains for secondary application servers

Skip this procedure, if you have only one application server.

To create the WebLogic domain for a secondary application server:

- 1. Go to Start > Programs > BEA WebLogic Platform 8.1 > Configuration Wizard.
- 2. In the Create or Extend a Configuration window, select Create a new WebLogic configuration.



Choose to create a new WebLogic configuration

3. In the Select a Configuration Template window, select Basic WebLogic Server Domain.



Choose configuration template

4. In the Choose Express or Custom Configuration window, select the Custom configuration option.

BEA WebLogic Configuration Wizard	
Choose Express or Custom Configuration Choose between default and customized settings for your configuration.	; hea
	~ <u>10</u>
U Express	
Create a configuration quickly using the default template settings.	
This option does not permit modification of template settings, for example, server port numbers, and creates a configuration exactly as defined by the template.	
. © Custom	
Create a custom configuration by modifying any template settings, as desired.	
This option permits modification of template settings including clustering, database(JDBC), messaging(JMS), and advanced security options.	
Egg Help Prev	ious <u>N</u> ext

Choose custom configuration

5. In the Configure the Administration Server window, provide the name of the server you want to create.



4 WebLogic Cor	figuration Wizard	
figure the Ad adminstration ser dministration Serv	Iministration Server ver configurations. Each WebLogic Server domain must have one Administration Server. er hosts the Administration Console which is used to perform administrative tasks.	<i>i</i> be
Discard Changes		
*Name:	myserver1	
Listen address:	All Local Addresses	· · · · · · · · · · · · · · · · · · ·
Listen port:	7001	
SSL listen port:	N/A	
SSL enabled:		

Configure the administration server

6. In the Manage Servers, Clusters, and Machines Options window, select No.



Select No to skip the configuration of Managed Servers, Clusters, and Machines

7. In the Database (JDBC) Options window, select No.



Select No to skip the configuration of Database (JDBC) components

8. In the Messaging (JMS) Options window, select No.



Select No to skip the configuration of Messaging components

9. In the Configure Administrative Username and Password window, configure the user name and password of the WebLogic administrator.

🛐 BEA WebLogic Configuratio	n Wizard		
Configure Administrativ	e Username and Password		0 ⁰⁰⁰
Create a user automatically assign This user is the default administral	ed to the Administrative Role. tor used to start development mode server:	5.	é hea r
			., 1004
💍 Discard Changes			
	r		
*User name:	weblogic		
*User password:	****		
*Confirm user password:	****		
Description:	The default administration user		
	Configure additional use	rs arouns and alobal role	¢
	compare duardonar uso	ing groups, and global fold	
	No	O Yes	
	0.00		
Exit Help			Previous Next

Create administrative user

10. In the Configure Windows Options window, select No for both options.

BEA WebLogic Configuration Wizard	_ 🗆 🗴
Configure Windows Options Choose whether or not to add a Windows Start Menu Shortcut and install th	he server as a Windows service.
Create Start Menu Yes Add a shortout in the Start Menu. No Do not add a shortout in the Start Menu.	Install Administrative Server as a Windows Service Yes Image: Service and Windows Service Image: Service and Windows Service Image: Service and Windows Service as a service. Image: Service and Windows Service as a service.
E <u>xit</u> Help	Previous Next

Configure Windows options

- 11. In the Configure Server Start Mode and Java SDK window, select the following options:
 - In the WebLogic Configuration Startup Mode section, select the start mode to be Production Mode.

• In the Java SDK Selection section, in the BEA Supplied SDKs list select Sun SDK 1.4.2_11.

BEA WebLogic Configuration Wizard	
Configure Server at t Mode and Java SDK Choose the WebLogic configuration startup mode and the Java Software Development Kit (SDK) to be used for the domain.	i bea
To use WebLogic JRockit in production, BEA recommends developing ar WebLogic JRockit Migration Guide for information about migrating to We	nd testing your applications with WebLogic JRockit early in the project cycle. See ebLogic JRockit.
WebLogic Configuration Startup Mode	Java SDK Selection
O Development Mode Utilize book, properties for username and password and polifor applications to deploy. Sun SDK recommended for betters startup performance during iterative development. Or Production Mode Require the entry of a username and password and do not polifor applications to deploy. WebLogic 3Rodd's Krecommended for better runtime performance and management.	BEA Supplied SDKs IRoda: SDK 1.4.2_10-8160 @ D:\bea\rodit81sp6_1 Sun SDK 1.4.2_11 @ D:\bea\rdit42_11 (D:\bea\rdit42_1 D:\bea\r
Exit Help	Previous Next

Configure server start mode and Java SDK

12. In the Create WebLogic Configuration window, select the administration server you created in Step 5 (page 22) and click **Create** to complete the process of creating the domain.

Important: The	domain name	should be different	nt than that of the primary application s
NEA WebLogic Configuration Wizard eate WebLogic Configuration edify the directory in which you want to create a WebLogi	c configuration. Please review the		
mary and make any corrections by returning to the asso	ciated section in the Configuration V	Vizard.	<u>> 115a</u>
Configuration Summary	Configuration Details		
Template	Name *Name:	Value myserver1	
- Server	Listen address:	All Local Addresses	
Summary View: Deployment			
Browse C:\bea\user_projects\domains\mydomain1		Configuration Name: mydd	nydomain 1

Create WebLogic configuration

After creating the WebLogic domain, you can verify that it has been created successfully. For details see "Verifying WebLogic domains" on page 26.

Verifying WebLogic domains

After creating a WebLogic domain, you can verify that it has been created successfully.

To verify a WebLogic domain:

- 1. Go to *BEA_Home* \user_projects \domains.
- 2. Verify that there is a folder with the same name that you provided while creating the WebLogic domain.

Configuring virus scanner

• Ensure that the virus scanner is configured to allow sending emails through the SMTP port (Port 25). In a distributed installation, configure this setting on the services server.

Verifying Network Configuration

These tasks must be completed in all collocated, split-server, and distributed-server configurations.

To verify network configuration:

- 1. Ensure that all machines in the configuration are in the same network domain. Note that the application cannot be installed in a workgroup.
- 2. Ensure that all the machines are in the same LAN.
- 3. Ensure that the system clocks of all the machines are synchronized.

Verifying Unified CCX installation

Verify that Unified CCX has been installed and configured on one or more MCS servers. Refer to the Unified CCX documentation for details. Also, verify that these servers are in the same local area network as the Cisco Interaction Manager servers and are accessible from the Cisco Interaction Manager servers.

Installation process

- Installing a single-server or collocated configuration
- Installing a split-server or collocated configuration
- Installing a distributed-server configuration

This chapter helps you install the product in the configuration you have chosen (see "Configuration options" on page 11). It describes the process of installing single-server, split-server, and distributed-server configurations.

Before beginning the installation, ensure that you have complied with all the prerequisites listed in "Preinstallation tasks" on page 13.

Installing a single-server or collocated configuration

A true single-server deployment is possible only for Unified EIM installations. If the installation includes Unified WIM, it becomes a collocated deployment, where the web server is installed on a separate machine outside the firewall.

To install a single-server or collocated configuration:

- 1. Run Setup.exe from the product CD.
- 2. When the Introduction window appears, read the installation instructions.
- 3. In the License Agreement window, review the licensing terms and select the **I accept the terms of the License Agreement** option.

 Introduction License Agreement Installation Options 	TERMS AND CONDITIONS OF USE	^
 Prerequisites Cisco Parameters Database Parameters 	and outwith the USE of the LSE variable of the Reference of Reference of the Reference of Reference of the Reference of Reference o	
 Summary Installing Cisco Server Installation Complete 	SERVICES AGREEMENT WITH Cisco Systems. THE TEMMS OF THAT AGREEMENT SHALL GOVERN YOUR USE OF THE CISCO INTERACTION MANAGER SOFTWARE. 1] License :	
	Subject to the terms and conditions of the Agreement, Cubo Systems ("Cisco") grant the Licenses a non-exclusive, non-instantiate license to install, execute, display and otherwise use Cisco's Cisco Interaction Manager install, accept the terms of the License Agreement I do NOT accept the terms of the License Agreement	*

Read and accept the terms of the License Agreement

4. In the Installation Options window, select the components to install.

If it you are installing only Unified EIM, you can set up a pure single-server configuration. In this case, select the following options:

- File Server
- Application Server
- Web Server
- Services Server
- Database

		Installation Optio
Introduction License Agreement Installation Options Prerequisites Cisco Parameters Database Parameters	Feature Set:	Custom ver in Server see
Summary Installing Cisco Server Installation Complete	Archive Archive Orescription File Server This option v Manager.	vill install file system component for Cisco Interaction
istallAnywhere by Macrovision =		

Select installation options for a single-server Unified EIM installation

If it you are installing both applications or only Unified WIM, use a collocated configuration, where the web server is installed on a separate machine outside the firewall. In this case, select the following options:

- File Server
- Application Server
- Services Server
- Database

辊 Cisco Interaction Manager		X
	Installation Optio	ns
 Introduction License Agreement Installation Options Prerequisites Olsco Parameters Database Parameters Summary Installing Cisco Server Installation Complete 	Feature Set: Custom Pfile Server Papiloation Server Web Server Partition Partition Partition Partition Partition File Server Partition	
InstallAnywhere by Macrovision – Cancel	< Back Next >	

Select installation options for a collocated installation that includes Unified WIM

5. Type the path or browse to the BEA and WebLogic home directories.

📲 Cisco Interaction Manager	
	BEA and WebLogic Home Directories
 Introduction License Agreement Installation Options Prerequisites Cisco Parameters Database Parameters Bummary Installing Cisco Server Installation Complete 	Please Enter BEA Home and WebLogic Home BEA home directory C:'bea WebLogic home directory C:'beatweblogic81
InstallAnywhere by Macrovision — Cancel	< Back Next >

Provide the path to the BEA and WebLogic home directories

6. Type the path or browse to the JDK home directory.

📲 Cisco Interaction Manager	
	JDK Home Directory
 Introduction License Agreement Installation Options Prerequisites Olsco Parameters Database Parameters Burmiary Installing Cisco Server Installation Complete 	JDK 1.4.2 is required for this installation. Provide the location of the JDK home directory. JDK home directory C:\bea\ydk:142_11 Restore Default Directory Browse
InstallAnywhere by Macrovision — Cancel	< Back Next >

Provide the path to the JDK home directory

7. Type the path or browse to the folder where you would like to install Cisco Interaction Manager.

📲 Cisco Interaction Manager	
	Cisco Interaction Manager Home Directory
 Introduction License Agreement Installation Options Prerequisites Cisco Parameters Database Parameters Burmary Installing Cisco Server Installation Complete 	Specify the home directory for Cisco Interaction Manager. Cisco Interaction Manager directory: C:\CIM Restore Default Directory Browse
InstallAnywhere by Macrovision — Cancel	< Back Next >

Provide a location for the Cisco Interaction Manager home directory

8. In the WebLogic Server and RMI Parameters window, provide the following details:

Important: WebLogic domain parameters information should match the information provided while configuring the WebLogic domain.

- **Domain Location:** Location of the WebLogic domain you configured on page 17. For example, *BEA_Home*\user_projects\domains*Domain_Name*.
- Server name: Name of your WebLogic server (page 17). The default name is myserver.
- User name: User name of the WebLogic system user (page 17), required to access the WebLogic Server Administration Console.
- **Password:** Password for the WebLogic system user (page 17).
- Listen port: Port number of the WebLogic server.
- SSL listen port: Secure Socket Layer Listen port number used by WebLogic.
- **RMI registry port:** Port number used by the Remote Method Invocation (RMI) registry naming service.
- **RMI activation port:** Port number used by the RMI Daemon Process.

Introduction License Agreement Installation Options Prerequisites Cisco Parameters Joatabase Parameters Burmmary Installation Complete User name Weblogic Password Installation Complete SL listen port Stables Parameters Summary Installation Complete	Introduction License Agreement Installation Options Prerequisites Cisco Parameters Bummary Installation Complete User name Installation Complete User name Verify password St. listen port St. listen port 9009 RMI activation port 9098	_	Web	Logic Server and RMI Paramet
	RMI activation port 9098	Introduction License Agreement Installation Options Prerequisites Cisco Parameters Database Parameters Summary Installing Cisco Server, Installation Complete	Domain location Server name User name Password Verify password Listen port SSL listen port RMI registry port	C:tbeatuser_projectstdomain Browse myserver weblogic

Provide WebLogic server and RMI parameters

Cisco Interaction Manager has two distinct areas: the system area and the partition (or business) area. An administrator type user is created for each area during the installation. In the next two windows, you will be asked for user names and passwords for these two users:

- System Administrator
- Partition Administrator
- 9. In the Cisco System Administrator Account window, create the first system administrator user account. Provide the following:
 - User name: User name for the system administrator.
 - **Password:** Password for the system administrator.
 - Verify password: Verify the password.

辊 Cisco Interaction Manager	
	Cisco System Administrator Account
 Introduction License Agreement Installation Options Prerequisites Cisco Parameters Database Parameters Burmary Installing Cisco Server Installation Complete 	User name Sa Password as Verify password as
InstallAnywhere by Macrovision — Cancel	< Back Next >

Create the first system administrator user account

- 10. In the Cisco Partition Administrator Account and Partition window, create the first partition administrator user account and the partition. Provide the following:
 - User name: User name for the partition administrator.
 - **Password:** Password for the partition administrator.

- Verify password: Verify the password.
- Partition name: Name for the partition.
- Description of partition: Description for the partition.

辊 Cisco Interaction Manager		
	Cisco Partition Administra	tor Account and Partition
 Introduction License Agreement Installation Options Prerequisites Cisco Parameters Database Parameters Burmary Installing Cisco Server Installation Complete 	User name Password Verify password Partition name Description of partition	pa a. default Default partition
InstallAnywhere by Macrovision — Cancel		< Back Next >

Create the first partition administrator user account and the partition

- 11. In the Master Database Parameters window, provide the following details:
 - Server name: Name of the local server on which the MSSQL database is to be installed.

Important: Make sure you provide the DNS host name and not the IP address of the server. If you don't provide the host name, the installation will fail.

- **Database name:** Name of the master database. The installation program creates the master database with the name you provide here.
- Database listen port: Port number of the MSSQL Server.
- **Datafile path:** Path of the folder on the database server, where you want to create the data file. For example: *MSSQL_Home*\MSSQL\Data.
- **Datafile initial size:** Minimum size of the data file for the database.
- Datafile maximum size: Maximum size of the data file for the database.
- **Datafile increment size:** Additional file size limit that will be allocated to a database object after the initial size is full.
- Logfile initial size: Minimum size of the log file.
- Logfile maximum size: Maximum size of the log file.
- Database administrator user name: User name of the database administrator for MSSQL Server.
- Database administrator password: Password of the database administrator.
- **Cisco Database user name:** User name required to connect to the Cisco Interaction Manager master database. The installation program creates the database and its user.
- Cisco Database password: Password for Cisco Interaction Manager master database user.

_	Master	Database Param	eter
 Introduction License Agreement 	Server name	DatabaseServerName	^
Installation Options	Database name	eGMasterDB	
Prerequisites	Database listen port	1433	
Cisco Parameters	Datafile path	C: ProgramFiles Wicros	
 Database Parameters Summary 	Datafile initial size (MB)	100	
Installing Cisco Server	Datafile maximum size (MB)	Unlimited	
Installation Complete	Datafile increment size (MB)	10	
	Logfile initial size (MB)	25	_
	Logfile maximum size (MB)	50	
	Database administrator user name	sa	
	Natahaeo adminietrator naeeword	**	*

Provide master database parameters

12. In the Partition Database Parameters window, provide the following details:

Important: Partition database should be created on the same database server as master database.

- Server name: Name of the local server on which your MSSQL database is installed.
- **Database name:** Name of the partition database. The installation program creates a database with the name you type here.

Important: Make sure you provide the DNS host name and not the IP address of the server. If you don't provide the host name, the installation will fail.

- Database listen port: Port number of the MSSQL Server.
- **Datafile path:** Path of the folder on the database server, where you want to create the data file. For example: *MSSQL_Home*\MSSQL\Data.
- Datafile initial size: Minimum size of the data file for the database.
- Datafile maximum size: Maximum size of the data file for the database.
- **Datafile increment size:** Additional file size limit that will be allocated to a database object after the initial size is full.
- **Logfile initial size:** Minimum size of the log file.
- **Logfile maximum size:** Maximum size of the log file.
- Database administrator user name: User name of the database administrator for MSSQL Server.
- Database administrator password: Password of the database administrator.
- **Cisco Database user name:** User name required to connect to the Cisco Interaction Manager database. The installation program creates the database and its user.
- Cisco Database password: Password for Cisco Interaction Manager database user.

-	Partition	Database Param	eter
 Introduction License Agreement 	Server name	DatbaseServerName	^
Installation Options	Database name	eGActiveDB	
Prerequisites	Database listen port	1433	
Cisco Parameters	Datafile path	D:WISSQL\Data\	
 Database Parameters Summary 	Datafile initial size (MB)	2048	
 Installing Cisco Server 	Datafile maximum size (MB)	Unlimited	
Installation Complete	Datafile increment size (MB)	500	
	Logfile initial size (MB)	1024	
	Logfile maximum size (MB)	Unlimited	
	Database administrator user name	Sa	
	Batabaee administrator naceword		*

Provide partition database parameters

- 13. Review the information displayed in the Summary window, and click Install.
- 14. In the Installation Complete window, click **Finish** to complete the installation process for Cisco Unified Web and E-Mail Interaction Manager. The next few screens will help you set up the integration with Unified CCX.
- 15. In the next window, click the Finish button to launch the Cisco Unified CCX Data Integration Wizard.

📲 Cisco Interaction Manager	
 Introduction License Agreement Installation Options Prerequisites Cisco Parameters Database Parameters Summary Installing Cisco Server Installation Complete 	Install program is now ready to run the input wizard for the 'Cisco Unified Contact Center Express integration'.
InstallAnywhere by Macrovision – Cancel	< Back Finish

Click the Finish button

16. In the Welcome window, read the introduction and click Next.



Click the Next button

- 17. In the next window, provide the following details to configure a socket connection to the Unified CCX server.
 - **Cisco Unified CCX Main Server:** Provide the host name or IP address of the primary Unified CCX server.
 - Cisco Unified CCX HA Server: Provide the host name or IP address of the secondary Unified CCX server, which serves as the "high availability" server. This is an optional field. If you provide the secondary Unified CCX server details, Unified WIM and Unified EIM attempts to connect to the secondary Unified CCX server when the connection to the primary Unified CCX server fails.
 - Cisco Unified CCX Master Listener TCP Port: Provide the port number of the licensing port in Unified CCX, which is used to connect to Unified CCX to download license information. This port corresponds to the Master Listener TCP Port configured in the System Parameters section of Unified CCX Administration. The default value is 994.
 - Cisco Unified CCX RmCm TCP Port: Provide the port number to be used to connect to Unified CCX to download configuration data for agents, teams, supervisors, and CSQs (queues). This port corresponds to the RmCm TCP Port configured in the System Parameters section of Unified CCX Administration. The default value is 42027.
 - Select Yes to download voice contact service queues (CSQ) from Unified CCX during the configuration of the system. Clear this option if you don't want voice queues in your Unified WIM and Unified EIM system.

Click Save.
Please enter following details required for socket connection to Cisco Unified CCX server			
Cisco Unified CCX Main Server*:	10.10.60.30		
Cisco Unified CCX HA Server:			
Cisco Unified CCX Master Listener TCP Port*:	994		
Cisco Unified CCX RmCm TCP Port*:	42027		
Do you wish to download Voice CSQ?:	💿 Yes 🔵 No		

Provide Unified CCX server details

18. Review integration details and click Close to complete the process.

Cisco Unified CCX Integration Wizard			
Thanks for using the Wizard.			
Following data has beer	n stored.		
Cisco Unified CCX Main Server: Cisco Unified CCX HA Server:	10.10.60.30		
Cisco Unified CCX Master Listener TCP Port:	994		
Cisco Unified CCX RmCm TCP Port:	42027		
Click on Close Button to close the wizard.		Close	

Close the wizard

Additional steps for collocated configurations

If the installation includes Unified WIM, it becomes a collocated deployment, where the web server is installed on a separate machine outside the firewall. For a collocated configuration, now install the web server.

To install the web server:

▶ Follow all the steps in the section "To install the web server:" on page 50.

Installing a split-server or collocated configuration

A true split-server deployment is possible only for Unified EIM installations. If the installation includes Unified WIM, it becomes a collocated deployment, where the web server is installed on a separate machine outside the firewall.

To install a split-server or collocated configuration:

- Follow all the steps in the section "To install a single-server or collocated configuration:" on page 28. In Steps 11 and 12 make sure to give the following values:
 - Server name: Give the name of the remote server on which you want to install the Partition and Master Databases.

Important: Make sure you provide the DNS host name and not the IP address of the server. If you don't provide the host name, the installation will fail.

Additional steps for collocated configurations

If the installation includes Unified WIM, it becomes a collocated deployment, where the web server is installed on a separate machine outside the firewall. For a collocated configuration, now install the web server.

To install the web server:

Follow all the steps in the section "To install the web server:" on page 50.

Installing a distributed-server configuration

In the procedure described here, each component is installed separately on a dedicated machine.

Important: Refer to the sheet on page 97 for details that you are asked to provide during the installation.

Make sure you install the components in the following order:

- 1. Database
- 2. Application server and file server
- 3. Web server
- 4. Services server

Installing the database

Important: Ensure that MSSQL Server, MS Search Service, and MSSQL Server Agent Service are running. In a distributed installation, verify that all machines are in the same domain and LAN, and their clocks are synchronized.

This section describes the process of installing Cisco Interaction Manager master database and the default partition database.

To install the database:

- 1. Follow Steps 1–3 in "To install a single-server or collocated configuration:" on page 28.
- 2. In the Installation Options window, select the Database option.

	Installation Op	tio
 Introduction License Agreement Installation Options Prerequisites Cisco Parameters Database Parameters Summary Installing Cisco Server Installation Complete 	Feature Set: Custom Fela Server Application Server Web Server Services Server Partition Archive Cescription Database This option will create Cisco Interaction Manager master database and default partition database.	v v
allAnywhere by Macrovision — Cancel	< Back Next	>

Select the Database option

Cisco Interaction Manager has two distinct areas: the system area and the partition (or business) area. An administrator type user is created for each area during the installation. In the next two windows, you will be asked for user names and passwords for these two users:

- System Administrator
- Partition Administrator
- 3. In the Cisco System Administrator Account window, create the first system administrator user account. Provide the following:
 - User name: User name for the system administrator.
 - **Password:** Password for the system administrator.
 - Verify password: Verify the password.

📲 Cisco Interaction Manager	
	Cisco System Administrator Account
 Introduction License Agreement Installation Options Prerequisites Cisco Parameters Database Parameters Summary Installing Cisco Server Installation Complete 	User name \$9 Password M Verify password M
Cancel	< Back Next >

Create the first system administrator user account

- 4. In the Cisco Partition Administrator Account and Partition window, create the first partition administrator user account and the partition. Provide the following:
 - User name: User name for the partition administrator.
 - **Password:** Password for the partition administrator.
 - Verify password: Verify the password.
 - **Partition name:** Name for the partition. This name will be part of the URL that users will use to log in to Cisco Interaction Manager: http://*Cisco_HomelPartition_Name*. Make sure that the name does not contain any spaces.
 - **Description of partition:** Description for the partition.

📲 Cisco Interaction Manager		
	Cisco Partition Administra	tor Account and Partition
 Introduction License Agreement Installation Options Prerequisites Cisco Parameters Database Parameters Summary Installing Cisco Server Installation Complete 	User name Password Verify password Partition name Description of partition	pa ** default Default partition
InstallAnywhere by Macrovision — Cancel		< Back Next >

Create the first partition administrator user account and the partition

- 5. In the Master Database Parameters window provide the following details:
 - Server name: Name of the local or remote server on which you want to install MSSQL database.
 - **Database name:** Name of the master database. The installation program creates a database with the name you type here.

Important: Make sure you provide the DNS host name and not the IP address of the server. If you don't provide the host name, the installation will fail.

- **Database listener port:** Port number of the MSSQL Server.
- **Datafile path:** Path of the folder on the database server, where you want to create the data file. For example, *MSSQL_Home*\MSSQL\Data.
- Datafile initial size (MB): Minimum size of the data file for the database.
- Datafile maximum size (MB): Minimum size of the data file for the database.
- **Datafile increment size (MB):** Additional file size limit that will be allocated to a database object after the initial size is full.
- Logfile initial size (MB): Minimum size of the log file.
- Logfile maximum size (MB): Maximum size of the log file.
- Database administrator user name: User name of the database administrator for MSSQL Server.
- Database administrator password: Password of the database administrator.
- **Cisco Database user name:** User name required for connecting to the Unified WIM and Unified EIM master database. The installation program creates the database and its user.
- Cisco Database password: Password for the Unified WIM and Unified EIM master database user.

辊 Cisco Interaction Manager			
	Master	Database Param	eters
 Introduction License Agreement Installation Options Prerequisites Cisco Parameters 	Server name Database name Database listen port Datafile path	DatabaseServerName eGMasterDB 1433 C:VProgramFilesWilcros	^
 Database Parameters Summany Installing Cisco Server Installation Complete 	Datafile initial size (MB) Datafile maximum size (MB) Datafile increment size (MB)	100 Unlimited 10	
	Logfile initial size (MB) Logfile maximum size (MB) Database administrator user name Database administrator paseword	25 50 Sa	~
InstallAnywhere by Macrovision - Cancel		< Back Next	>

Provide master database parameters

6. In the Partition Database Parameters window, provide the following details:

Important: Partition database should be created on the same database server as the master database.

- Server name: Name of the local or remote server on which your MSSQL database is installed.
- **Database name:** Name of the partition database. The installation program creates a database with the name you type here.

Important: Make sure you provide the DNS host name and not the IP address of the server. If you don't provide the host name, the installation will fail.

- **Database listener port:** Port number of the MSSQL Server.
- **Datafile path:** Path of the folder on the database server, where you want to create the data file. For example, *MSSQL_Home*\MSSQL\Data.
- Datafile initial size (MB): Minimum size of the data file for the database.
- Datafile maximum size (MB): Maximum size of the data file for the database.
- **Datafile increment size (MB):** Additional file size limit that will be allocated to a database object after the initial size is full.
- Logfile initial size (MB): Minimum size of the log file.
- Logfile maximum size (MB): Maximum size of the log file.
- Database administrator user name: User name of the database administrator for MSSQL Server.
- Database administrator password: Password of the database administrator.
- **Cisco Database user name:** User name required for connecting to the Unified WIM and Unified EIM database. The installation program creates the database and its user.
- Cisco Database password: Password for the Unified WIM and Unified EIM database user.

📲 Cisco Interaction Manager			
_	Partition	Database Param	neters
Introduction I icense Agreement	Server name	DatbaseServerName	^
Installation Options	Database name	eGActiveDB	
Prerequisites	Database listen port	1433	
Cisco Parameters	Datafile path	D:\MSSQL\Data\	
 Database Parameters Summary 	Datafile initial size (MB)	2048	
Installing Cisco Server	Datafile maximum size (MB)	Unlimited	
Installation Complete	Datafile increment size (MB)	500	
	Logfile initial size (MB)	1024	_
	Logfile maximum size (MB)	Unlimited	
	Database administrator user name	Sa	
	Batahaee administrator naeeword		~
InstallAnywhere by Macrovision — Cancel		< Back Nex	t>

Provide partition database parameters

- 7. Review the information displayed in the Summary window, and click Install.
- 8. In the Install Complete window, click the Finish button to complete the installation process.

Installing the primary application server and file server

In this section, we describe the process of creating the primary application server and file server.

To install the primary application server and file server:

1. Follow Steps 1–3 in "To install a single-server or collocated configuration:" on page 28.

- 2. In the Installation Options window, select the following options:
 - File Server
 - Application Server

😼 Cisco Interaction Manager	
	Installation Options
 Introduction License Agreement Installation Options Prerequisites Cisco Parameters Database Parameters Summary Installing Cisco Server Installation Complete 	Feature Set: Custom Image: File Server Image: File Server Image: Server Image: Server
InstallAnywhere by Macrovision — Cancel	< Back Next >

Select the Application Server and File Server option

3. Type the path or browse to the BEA and WebLogic home directories.

🗏 Cisco Interaction Manager	
	BEA and WebLogic Home Directories
 Introduction License Agreement Installation Options Prerequisites Cisco Parameters Database Parameters Summary Installing Cisco Server Installation Complete 	Please Enter BEA Home and WebLogic Home BEA home directory C: bea WebLogic home directory C: beatweblogic81
InstallAnywhere by Macrovision — Cancel	< Back Next >

Provide the path to the BEA and WebLogic home directories

4. Type the path to or browse to the JDK home directory.

📲 Cisco Interaction Manager	
	JDK Home Directory
 Introduction License Agreement Installation Options Prerequisites Cisco Parameters Database Parameters Summary Installing Cisco Server, Installation Complete 	JDK 1.4.2 is required for this installation. Provide the location of the JDK home directory. JDK home directory C:\bea\jdk142_11 Restore Default Directory Browse
InstallAnywhere by Macrovision — Cancel	< Back Next >

Provide the path to the JDK home directory

5. Type the path to or browse to the folder where you would like to install the components.

🖫 Cisco Interaction Manager	
	Cisco Interaction Manager Home Directory
 Introduction License Agreement Installation Options Prerequisites Cisco Parameters Database Parameters Bummary Installing Cisco Server Installation Complete 	Specify the home directory for Cisco Interaction Manager. Cisco Interaction Manager directory: C:\CIM Restore Default Directory Browse
Cancel	< Back Next >

Provide a location of the Unified WIM and Unified EIM home directory

6. In the WebLogic Server and RMI Parameters window, provide the following details:

while configuring the WebLogic domain.

- **Domain location:** Location of the WebLogic domain you configured on page 17. For example, *BEA_Home*\user_projects\domains*Domain_Name*.
- Server name: Name of your WebLogic server (page 17). The default name is myserver.
- User name: User name of the WebLogic system user (page 17), required to access the WebLogic Server Administration Console.
- Password: Password for the WebLogic system user (page 17).

- Listen port: Port number of the WebLogic server.
- SSL listen port: Secure Socket Layer Listen port number of WebLogic.
- **RMI registry port:** Port number used by the Remote Method Invocation (RMI) registry naming service.
- **RMI activation port:** Port number used by the RMI Daemon Process.

🖳 Cisco Interaction Manager		
	Web	Logic Server and RMI Parameters
 Introduction License Agreement Installation Options Prerequisites Cisco Parameters Database Parameters Summary Installing Cisco Server Installation Complete 	Domain location Server name User name Password Verify password Listen port SSL listen port RMI registry port RMI activation port	C:\bea\user_projects\domair Browse myserver weblogic ****** 9001 9002 9099 9098
InstallAnywhere by Macrovision — Cancel		< Back Next >

Provide WebLogic server and RMI parameters

7. In the Web Server and Services Server Parameters window, type the names of the web server and the services server.

Important: Make sure you provide the DNS host names and not the IP addresses of the servers. If you don't provide the host names, the installation will fail.

🖳 Cisco Interaction Manager		
	Web Server and Services Server Param	ieters
 Introduction License Agreement Installation Options Prerequisites Cisco Parameters Database Parameters Summary Installing Cisco Server Installation Complete 	Web Server Hame WebServerName Services Server Hame ServicesServerName	
InstallAnywhere by Macrovision — Cancel	< Back Nex	t >

Provide the names of the web server and services server

- 8. In the Master Database Parameters window, provide the following details:
 - Server name: Name of the local or remote server on which your MSSQL database is installed.
 - Database name: Name of the master database.

Important: Make sure you provide the DNS host name and not the IP address of the server. If you don't provide the host name, the installation will fail.

- Database listen port: MSSQL server port number.
- Cisco Database user name: User name for the Unified WIM and Unified EIM master database.
- Cisco Database password: Password for the Unified WIM and Unified EIM master database user.

¼ Cisco Interaction Manager	
Introduction License Agreement Installation Options	Master Database Parameters
 Prerequisites Cisco Parameters Database Parameters Summary Installing Cisco Server Installation Complete 	Server name DatabaseServerName Database name eGMasterDB Database listen port 1433 Cisco Database user name eGMasterDB Cisco Database password ********* Verify password *********
InstallAnywhere by Macrovision — Cancel	< Back Next >

Provide master database parameters

9. In the Partition Database Parameters window, provide the following details:

Important: Partition database should be created on the same database server as the master database.

• Server name: Name of the local or remote server on which your MSSQL database is installed.

Important: Make sure you provide the DNS host name and not the IP address of the server. If you don't provide the host name, the installation will fail.

- **Database name:** Name of the partition database.
- Database listen port: Port number of the MSSQL Server.
- Cisco Database user name: User name of the Unified WIM and Unified EIM database.
- Cisco Database password: Password for the Unified WIM and Unified EIM database user.

🗏 Cisco Interaction Manager		
	Partitio	on Database Parameters
 Introduction License Agreement Installation Options Prerequisites Cisco Parameters Database Parameters Summary Installing Cisco Server Installation Complete 	Server name Database name Database listen port Cisco Database user name Cisco Database password Verify password	DatabaseServerName eGActiveDB 1433 eGActiveDB
InstallAnywhere by Macrovision Cancel		< Back Next >

Provide partition database parameters

- 10. Review the information displayed in the Summary window, and click Install.
- 11. In the Installation Complete window, click **Finish** to complete the installation process for Unified WIM and Unified EIM. The next few screens will help you set up the integration with Unified CCX.
- 12. In the next window, click the Finish button to launch the Cisco Unified CCX Data Integration Wizard.

M Cisco Interaction Manager	
 Introduction License Agreement Installation Options Prerequisites Cisco Parameters Database Parameters Summary Installing Cisco Server Installation Complete 	Install program is now ready to run the input wizard for the 'Cisco Unified Contact Center Express integration'.
InstallAnywhere by Macrovision – Cancel	< Back Finish

Click the Finish button

13. In the Welcome window, read the introduction and click Next.



Click the Next button

- 14. In the next window, provide the following details to configure a socket connection to the Unified CCX server.
 - **Cisco Unified CCX Main Server:** Provide the host name or IP address of the primary Unified CCX server.
 - **Cisco Unified CCX HA Server:** Provide the host name or IP address of the secondary Unified CCX server, which serves as the "high availability" server. This is an optional field. If you provide the secondary Unified CCX server details, Unified WIM and Unified EIM attempts to connect to the secondary Unified CCX server when the connection to the primary Unified CCX server fails.
 - Cisco Unified CCX Master Listener TCP Port: Provide the port number of the licensing port in Unified CCX, which is used to connect to Unified CCX to download license information. This port corresponds to the Master Listener TCP Port configured in the System Parameters section of Unified CCX Administration. The default value is 994.
 - Cisco Unified CCX RmCm TCP Port: Provide the port number to be used to connect to Unified CCX to download configuration data for agents, teams, supervisors, and CSQs (queues). This port corresponds to the RmCm TCP Port configured in the System Parameters section of Unified CCX Administration. The default value is 42027.
 - Select Yes to download voice contact service queues (CSQ) from Unified CCX during the configuration of the system. Clear this option if you don't want voice queues in your Unified WIM and Unified EIM system.

Click Save.

Please enter following details requir to Cisco Unified (ed for socket conne CCX server	ection
Cisco Unified CCX Main Server*:	10.10.60.30	
Cisco Unified CCX HA Server:		
Cisco Unified CCX Master Listener TCP Port*:	994	
Cisco Unified CCX RmCm TCP Port*:	42027	
Do you wish to download Voice CSQ?:	💿 Yes 🔵 No	

Provide Unified CCX server details

15. Review integration details and click Close to complete the process.

Cisco Unified CCX Integration Wizard		
Thanks for using the W	lizard.	
Following data has beer	n stored.	
Cisco Unified CCX Main Server: Cisco Unified CCX HA Server:	10.10.60.30	
Cisco Unified CCX Master Listener TCP Port: Cisco Unified CCX RmCm TCP Port:	994 42027	
Click on Close Button to close the wizard.		Close



Installing secondary application servers

Install secondary application servers, following the steps detailed in this section. You will need to create a new WebLogic domain on a different server because the secondary server cannot share the WebLogic domain or server of the primary application and web servers.

To install a secondary application server:

1. First, create a WebLogic domain. For details see "Creating WebLogic domains for secondary application servers" on page 20.



- 2. Then, follow the steps from page 42. In step 7 on page 44 make sure you give the following values:
 - **Domain location:** The domain location should be different than the one given for the primary Unified WIM and Unified EIM application server.

- Server name: The server name should be different than the one given for the primary Unified WIM and Unified EIM application server.
- Listen port: The port number should be the same as the one given for the primary Unified WIM and Unified EIM application server.

Installing the web server

In this section, we describe the process of creating the web server.

To install the web server:

- 1. Follow Steps 1–3 in "To install a single-server or collocated configuration:" on page 28.
- 2. In the Installation Options window, select the Web Server option.

Cisco Interaction Manager	
	Installation Option:
Introduction	Feature Set: Custom
License Agreement	
Installation Options	File Server
Prerequisites	Application Server
Ciero Parametere	Services Server
Detabase Beremetere	Database
	Partition
Summary	Archive
Installing Cisco Server	<
Installation Complete	Description
	Web Server
	This option will configure web server component. Please make
	sure that Internet Information Server (IIS) 6.0 is running and the
	application server component is installed.
stallAnywhere by Macrovision -	
Onnel	Real Nexts
Cancer	< Back Next >

Select the Web Server option

- 3. In the File Server Parameters window, provide the following details:
 - File Server name: Name of the file server.

Important: Make sure you provide the DNS host name and not the IP address of the server. If you don't provide the host name, the installation will fail.

- User name to connect to File server share: Type the user name to connect to the file server share. The user name is the domain name of the user account created exclusively for Unified WIM and Unified EIM.
- Password to connect to File server share: Password for the user.

📲 Cisco Interaction Manager		
	File	Server Parameters
 Introduction License Agreement Installation Options Prerequisites Cisco Parameters Database Parameters Summary Installing Cisco Server Installation Complete 	File Server Name Username to connect to File server share Password to connect to File server share Verify connect password	FileServerName DomainNameUJserNam **
InstallAnywhere by Macrovision — Cancel	< Ba	ick Next >

Provide file server parameters

4. In the Application Server Parameters window, type the name of the Unified WIM and Unified EIM application server name for which you want to configure the web server.

Important: Make sure you provide the DNS host name and not the IP address of the server. If you don't provide the host name, the installation will fail.

🙀 Cisco Interaction Manager	
_	Application Server Parameters
 Introduction License Agreement Instaliation Options Prerequisites Cisco Parameters Database Parameters Summary Installing Cisco Server Installation Complete 	Application Server Ilame ApplicationServerNam
InstallAnywhere by Macrovision — Cancel	< Back Next >

Provide the application server name

- 5. Review the information displayed in the Summary window, and click Install.
- 6. In the Installation Complete window, click Finish to complete the installation process.

Installing the services server

In this section, we describe the process of creating the services server.

To install the services server:

- 1. Follow Steps 1–3 in "To install a single-server or collocated configuration:" on page 28.
- 2. In the Installation Options window, select the Services Server option.

🖳 Cisco Interaction Manager		×
	Installation Option	s
 Introduction License Agreement Installation Options Prerequisites Cisco Parameters Database Parameters Summary Installing Cisco Server 	Feature Set: Custom Pile Server Application Server Web Server Database Database Partition Archive X	
Installation Complete InstallAnywhere by Macrovision -	Description File Server This option will install file system component for Cisco Interaction Manager.	
Cancel	< Back Next >	

Select the Services Server option

3. Type the path or browse to the JDK home directory.

📲 Cisco Interaction Manager	
	JDK Home Directory
 Introduction License Agreement Installation Options Prerequisites Olsco Parameters Database Parameters Burmmary Installing Cisco Server Installation Complete 	JDK 1.4.2 is required for this installation. Provide the location of the JDK home directory. JDK home directory C:\bea\ydk142_11 Restore Default Directory Browse
InstallAnywhere by Macrovision – Cancel	<pre></pre>

Provide the path to the JDK home directory

4. Type the path to or browse to the folder where you would like to install the services server.

🖳 Cisco Interaction Manager	
	Cisco Interaction Manager Home Directory
 Introduction License Agreement Installation Options Prerequisites Cisco Parameters Database Parameters Summary Installing Cisco Server Installation Complete 	Specify the home directory for Cisco Interaction Manager. Cisco Interaction Manager directory: C:\CIM Restore Default Directory Browse
InstallAnywhere by Macrovision – Cancel	< Back Next >

Provide a location for the Unified WIM and Unified EIM home directory

5. Type the name of the file server.

Important: Make sure you provide the DNS host name and not the IP address of the server. If you don't provide the host name, the installation will fail.

😼 Cisco Interaction Manager	
	File Server Parameters
 Introduction License Agreement Installation Options Prerequisites Cisco Parameters Database Parameters Summary Installing Cisco Server Installation Complete 	File Server Name FileServerName
Cancel	< Back Next >

Provide the name of the file server

- 6. Review the information displayed in the Summary window, and click Install.
- 7. In the Installation Complete window, click Finish to complete the installation process.

Go to "Post-installation tasks" on page 54, and perform the post-installation procedures described there. If you need to install an additional partition before that, go to "Additional partitions" on page 76.

Post-installation tasks

- Setting up archives for partition databases
- Applying updates
- Changing web server settings
- Changing logon parameters for Cisco service
- Configuring permissions for installation directory
- Configuring a web site for the messaging applet
- Setting up secure socket layer
- Separating the web server from the application server
- Starting and stopping Cisco Interaction Manager
- Logging in to the business partition
- Configuring some important settings
- Uninstalling Cisco Interaction Manager

This chapter guides you through the tasks to be performed after installing the system. It also describe the process of uninstalling Unified WIM and Unified EIM.

Setting up archives for partition databases

It is important to set up an archive for each partition database to keep the size of the database manageable and to avoid performance issues that could appear later.

See "Setting up the archive for a partition" on page 82 for details of the installation procedure for the archive.

Applying updates

To apply updates:

- 1. Verify that Unified WIM and Unified EIM is stopped.
- 2. Open the Updates folder in the Application CD.
- 3. Apply all updates with the help of instructions in the accompanying readme files.

Changing web server settings

Configuring Internet Information Services

This procedure helps eliminate 503 errors on the web server. Perfom these tasks on all web servers.

To configure Internet Information Services (IIS) on the web server:

1. On the web server, go to Start menu > Administrative Tools > Internet Information Services (IIS) Manager.

 In the navigation tree, go to Application Pools > DefaultAppPool. Right-click the node and select Properties.



Open the DefaultAppPool node

- 3. In the DefaultAppPool Properties window, on the Recycle tab, clear the following options:
 - Recycle worker process (in minutes)
 - Recycle worker process (number of requests)

DefaultAppPool Properties	<u>? ×</u>
Recycling Performance Health Identity	
Recycle worker processes (in minutes):	× 1740
Recycle worker process (number of requests):	35000
Recycle worker processes at the following times:	
A <u>d</u> d	
Remove	
Edit	
Memory recycling	
Recycle worker process after consuming too much memory:	
Maximum virtual memory (in megabytes):	500
Maximum used memory (in megabytes):	192
OK Cancel Apply	Help
Calledi	

Clear the Recycle worker process options

- 4. On the Performance tab, clear the following options:
 - Shutdown worker process after being idle for

• Limit the kernel request queue



Clear the Shutdown worker process and Limit kernel request queue options

- 5. On the Health tab, clear the following options:
 - Enable pinging
 - Enable rapid fail protection

Click Apply. Then click OK to close the window.

DefaultAppPool Properties	? ×
Recycling Performance Health Identity	
Enable pinging Ping worker process every (frequency in seconds):	30
Enable rapid-fail protection Disable the application pool if there are a certain number of worker process failures within a specified time period.	
Eailures:	5
Time period (time in minutes):	5
Startup time limit Worker process must startup within (time in seconds):	90
Shutdown time limit Worker process must shutdown within (time in seconds):	90
OK Cancel Apply H	ielp

Clear the Enable pinging and Enable rapid fail protection options

Configuring pool thread limit

This procedure increases the capacity of IIS to handle concurrent requests. Perfom these tasks on all web servers.

To configure pool thread limit:

1. On the machine where the web server associated with the primary application server is installed, go to **Start** menu > **Run**.

2. Type:

Regedit

Press the Enter key.

 In the Registry Editor window, navigate to HKEY_LOCAL_MACHINE > System > CurrentControlSet > Services> InetInfo > Parameter.

jile <u>E</u> dit ⊻	/jew Favorites Help				
	🗈 🛄 i8042prt		Name	Туре	Data
	😟 🧰 iirsp		(Default)	REG_SZ	(value n
	🕀 🧰 IISADMIN		BackLog ListenBackLog	REG_DWORD	0x0000
	🕀 🧰 imapi			_	
	🚞 ImapiService				
	🕀 🧰 inetaccs				
	🖻 🧰 InetInfo				
	Performance				
	😟 🧰 Inport				
	😟 🧰 IntelIde				
	😟 🧰 intelppm				
	🚞 ip6fw				
	😟 🧰 IpFilterDriver				
	😟 🧰 IpInIp				
	😟 🚞 IpNat				
	😟 🧰 IPSec				
	표 🧰 ipsraidn				
	😟 🧰 IRENUM				
	😟 🧰 ISAPISearch	v 1			
d i	· · · ~ ·		•		

Navigate to InetInfor parameters

- 4. Go to Edit menu > New > DWORD Value.
- 5. Change the name of the new registry value that gets created to PoolThreadLimit.
- 6. Right-click **PoolThreadLimit** and select **Modify.**
- 7. In the Edit DWORD Value window, set properties as following:
 - Value data: ffffffff



• Base: Hexadecimal

Edit DWORD ¥alue	<u>?</u> ×
Value <u>n</u> ame:	
PoolThreadLimit	
⊻alue data:	Base
(((((((<u>Hexadecimal</u>
	C <u>D</u> ecimal
	OK Cancel
	201000000 000

Configure the registry value

Configuring content expiration settings

As part of the post-install procedure, you can configure the content expiration of cache pages in your web server. By doing so, the browser compares the current date with the expiration date that you have set to determine whether to display a cached page, or request an updated page from the server. We recommend you set the expiration to 365 days for optimum performance.

Important: You must set this option for all partitions, including the System partition.

To configure content expiration:

- 1. Go to Start > Programs > Administrative Tools > Internet Services Manager.
- 2. Browse to Web Site > Default Web Site > system.
- 3. Right-click system and click Properties.
- 4. In the system Properties window, go to the HTTP Headers tab, and perform the following steps:
 - Select the **Enable content expiration** option.
 - Set the web site content to expire after 365 days. Click **OK**.

system Properties	?
Virtual Directory Documents Directory Security HTTP Head	ers Custom Errors
Web site content should:	
C Expire immediately	
Expire after 365 Day(s)	
C Expire on Saturday , February 03, 2007	at 12:00:00 AM
Custom HTTP headers	
X-Powered-By: ASP.NET	A <u>d</u> d
	Edit
	Remove
Content rating	
Ratings help your users to identify what type of content your site provides.	Edit Rati <u>n</u> gs
MIME types	
in the MIME types list. To configure additional	MIME Types
OK Cancel	Apply Help

Enable content expiration

Removing extension mapping

Remove extension mapping for the temp virtual directory created by the installation program.

To remove extension mapping:

- 1. Go to Start > Settings > Control Panel > Administrative Tools > Internet Information Services.
- 2. Browse to Web Sites > Default web Site > temp.
- 3. Right-click the temp virtual directory and click Properties.

4. In the temp Properties window, on the Virtual Directory tab, click the **Create** button, and then click the **Configuration** button.

mp Properties	?			
Virtual Directory	ents Directory Security HTTP Headers Custom Errors			
The content for this re	source should come from:			
A directory located on this computer				
	A sedimenting to a UD			
	A redirection to a URL			
Local path:	:\eGain762_b406\eService\webtemp Browse			
Script source acces	s 🔽 Log visits			
Read	Index this resource			
Write				
Directory browsing				
Application settings				
Application name:	Default Application			
Starting point:	<default site="" web=""></default>			
Execute permissions:	None			
-				
Application pool:	DefaultAppPool 💌 Wrigeau			
	OK Cancel Gooly Help			
_	Cancer Appy nep			

Click the Create button and the Configuration button

5. In the Application Configuration window, on the Mappings tab, look for .jsp and .asp extensions. If they exist, select them, and click the **Remove** button. Click **OK**.

optings Opt	ions Debugging	
Cache ISA	PI extensions	
Application e	×tensions	
Extens	Executable Path	Verbs 🔺
,ascx	C:\WINDOWS\Microsoft.NET\Framew	GET, HEA.
.ashx	C:\WINDOWS\Microsoft.NET\Framew	GET, HEA
.asmx	C:\WINDOWS\Microsoft.NET\Framew	GET,HEA
.asp	C:\WINDOWS\system32\inetsrv\asp.dll	GET,HEA
.aspx	C:\WINDOWS\Microsoft.NET\Framew	GET,HEA 🔻
•		
A <u>d</u> d	Edit Remove	
Wildcard app	plication maps (order of implementation):	
<u>W</u> ildcard app	olication maps (order of implementation):	I <u>n</u> sert
Wildcard app	olication maps (order of implementation):	I <u>n</u> sert
Wildcard app	olication maps (order of implementation):	I <u>n</u> sert Ed <u>i</u> t Re <u>m</u> ove
Wildcard app	alication maps (order of implementation):	Insert Edit Remove

Remove mapping for .jsp and .asp extensions

6. Restart IIS.

Changing authentication settings for web site

You need to change the authentication settings for the web site only when the application server and web server are configured on two different machines.

To change authentication settings for the web site:

1. Go to Start > All Programs > Administration Tools > Internet Information Services (IIS) Manager.

- 2. Browse to Web Sites > Default Web Site.
- 3. Right-click Default Web Site and click Properties.
- 4. In the Default Web Site Properties window, go to the Directory Security tab.
- 5. In the Authentication and access control section, click the Edit button.

auic web sic	e Properties		?	
Web Site	Performance	ISAPI Filters	Home Directory	
Documents	Directory Security	HTTP Headers	Custom Errors	
Authentication and access control				
Enable anonymous access and edit the authentication methods for this resource.				
IP address a	nd domain name restriction:	5		
Grant or deny access to this resource using				
	in addresses of internet of	omain names.		
			Edit	
Secure communications				
	enable client certificates when this Server C			
~0	enable client certificates w	hen this Ser	ver Certificate	
	enable client certificates wi resource is accessed.	hen this Ser	ver Certificate	
	enable client certificates wi resource is accessed.	tions and <u>S</u> er	ver Certificate	
	resource is accessed.	tions and <u>S</u> er	ver Certificate ew Certificate E <u>d</u> it	
	resource is accessed.	tions and <u>S</u> er	ver Certificate ew Certificate Edit	
	require socie contributed resource is accessed.	tions and Ser	ver Certificate ew Certificate Egit	

Click the Edit button

6. In the Authentication Details window, change the authentication details from internet user account to domain user account. Perform this step only for distributed-server installations. Click **OK**.

Authentication Methods					
Γ					
	Use the following	Windows user account for an	onymous access:		
	User name:	cisco_user	Browse		
	Password:	•••••			
	Authenticated ac	-000			
	For the following	authentication methods, user	name and password		
	are required whe	n:			
	 anonymous access is disabled, or access is restricted using NTFS access control lists 				
	✓ Integrated Windows authentication				
	🔲 Digest auther	tication for Windows domain	servers		
	🔲 Basic authent	ication (password is sent in cl	ear text)		
	.NET Passpor	t authentication			
	Defends deservi		Colori		
	Derault gomain	; I	pejecc		
	<u>R</u> ealm:		Select		
	0	K Cancel	Help		

Change the authentication settings

Changing security credentials for network directory

Important: This procedure is required only in collocated or distributed-server deployments.

This section describes the procedure for configuring network directory security credentials for each Unified WIM and Unified EIM virtual directory. These steps are required when the web server and the file server are installed on different machines. Repeat the procedure for each partition.

To change the network directory security settings:

- 1. Go to Start > All Programs > Administration Tools > Internet Information Services (IIS) Manager.
- 2. Browse to Web Sites > Default Web Site.
- 3. Right-click the Cisco virtual directory and click Properties.
- 4. In the virtual directory properties window, go to Virtual Directories tab and select the following options:
 - In the The content for this resource should Come from: section, select the **A share located on another computer** option.
 - Provide the Network directory name and click the Connect As button.

co Properties		?		
irtual Directory Docume	nts Directory Security HTTP Headers	Custom Errors		
The content for this resource should come from:				
C A directory located on this computer				
A share located on another computer				
	A redirection to a <u>U</u> RL			
Network directory:	{server}\{share}	Connect As		
Script source access Read Write Directory browsing	s 🔽 Log visits V Index this resource			
Application settings				
Application name:	Default Application	Cr <u>e</u> ate		
Starting point:	<default site="" web=""></default>			
Execute permissions:	Scripts and Executables	Configuration		
Application pool:	DefaultAppPool	Unload		
Г	OK Cancel Apr	oly Help		

Click the Connect As button

- 5. In the Network Directory Security Credentials window, change the following configurations and click OK.
 - Provide the user name and password of the domain user.
 - Clear the Always use the authenticated user's credentials when validating access to the network directory option.

Network Direc	tory Security Credentials	×		
Enter the security credentials that should be used to access the specified network directory from this Web site.				
<u>U</u> ser name:	cisco_user	Browse		
Password:	••••••			
	Always use the authenticated user's cre validating access to the network director	edentials when pry.		
	OK Cancel <u>H</u> e	lp		

Configure the security credentials for network directory

Repeat these steps for all the Unified WIM and Unified EIM virtual directories.

Changing logon parameters for Cisco service

You need to change logon parameters for the domain user. In a distributed installation, do it on both application and services servers.

To change the logon parameters:

- 1. Go to Start > All Programs > Administrative Tools > Services.
- 2. In the Services window, locate the Cisco Service and double-click it.
- 3. In the Cisco Service Properties window, on the Log On tab change the following setting and click Apply.
 - In the Log on as section select the **This account** option.
 - Provide the user name and password of the domain user you had created earlier for Unified WIM and Unified EIM services (page 16).

Cisco Service Properties	(Local Computer)	? ×
General Log On Recov	very Dependencies	,
Log on as:		
C Local System accour	it teract with desktop	
Ihis account:	Adomainuser	Browse
Password:	•••••	
Confirm password:	•••••	
You can enable or disabl	e this service for the hardware p	rofiles listed below:
Hardware Profile		Service
		Enabled
	Enable	<u>D</u> isable
	OK Cance	el <u>A</u> pply

Change the logon parameters

4. Start the services using the domain user account.

Configuring permissions for installation directory

For security reasons, change the permissions for the installation directory. In a distributed installation, carry out these tasks on the file server.

To configure permissions:

- 1. Remove permissions to everyone from the cisco share.
- 2. Give full control to the domain user account that you had created earlier for Cisco Interaction Manager services (page 16).

Configuring a web site for the messaging applet

When the application is accessed, a messaging applet is launched in the browser. This applet gets messages for the user from the database.



🐼 Important: You need to perform these tasks only if you are using a load balancer in your installation and your installation includes Unified WIM.

This section explains the procedures that you must perform to configure a new web site for the messaging applet. These include:

- Creating a new web site
- Verifying messaging applet web site
- Configuring the properties of the new web site
- Creating virtual directories ►
- Configuring the Applet host setting ►

Creating a new web site

You need to create a new web site for the messaging applet. From here on in the document, the new web site is referred to as Messaging Applet web site.

🐼 Important: Before you start, get another IP address assigned to the web server. Make sure that both the IP addresses map to the same LAN card. Also, get a fully qualified domain name for the new IP address.

To configure a new web site:

- 1. Go to Start > Settings > Control Panel > Administrative Tools > Internet Information Services.
- 2. Browse to Web Sites.
- 3. Right-click Web Sites and click New > Web Site.

The Web Site Creation Wizard is launched.

- 4. When the Welcome window appears, read the installation instructions. Click Next.
- 5. In the Web Site Description window, provide a description of the web site. This would be the name of the new web site. Click **Next.**

Site Creation Wizard		
b Site Desciption Describe the Web site to help administral	ors identify it.	ATT.
Type a description of the Web site.		
Description:		
Messaging Applet		

Provide a name for the web site

- 6. In the IP Address and Port Settings window, provide the following details:
 - From the dropdown list, select the new IP address you got for the web server.
 - Provide the TCP port this web site should use. The default value is 80.
 - Don't provide any host header for the web site.

Click Next.

Web Site Creation Wizard	×
IP Address and Port Settings Specify an IP address, port setting, and host header for the new Web site.	All a
Enter the IP address to use for this Web site:	
ICP port this Web site should use (Default: 80): 80	
Host header for this Web site (Default: None):	
For more information, read the IIS product documentation.	
< <u>B</u> ack <u>N</u> ext>	Cancel

Configure the IP address and port settings

In the Web Site Home Directory window, type the path or browse to the default directory for the web site. It should be the same as configured for the Default Web Site. For example, c:\Inetpub\wwwroot. Click Next.

ed Site Home Directory		
The home directory is the root of your We	eb content subdirectories.	like Internet
Enter the path to your home directory.		
Path:		
C:\Inetpub\www.root		Browse

Provide the location of the default directory for the web site

8. In the Web Site Access Permissions window, set the read access permission for the web site. Click Next.

Web Site Creation Wizard	×
Web Site Access Permissions Set the access permissions for this Web site.	
Allow the following permissions:	
₩ Fread	
Run scripts (such as ASP)	
Execute (such as ISAPI applications or CGI)	
☐ <u>W</u> rite	
🗖 Br <u>o</u> wse	
To complete the wizard, click Next .	
< Back Next > Cancel	

Configure the access permissions

9. In the next window, click the Finish button to complete the configuration process.

Verifying messaging applet web site

To verify the messaging applet web site:

- 1. Open Internet Explorer.
- 2. Type the URL

http:/*Web_Server_FQDN*/system/system/web/view/platform/debug/debugmessaging.html in your browser, where *Web_Server_FQDN* is the fully qualified domain name of the server where the messaging applet web site is created.

If you see an HTML page, it means that the messaging applet web site has been configured successfully. Note that the links on the HTML page are accessible only when the application is running.

Configuring web site properties

To configure the properties:

- 1. Go to Start > Settings > Control Panel > Administrative Tools > Internet Information Services.
- 2. Browse to Web Sites, and select the Messaging Applet web site.
- 3. Right-click Messaging Applet web site and click Properties.
- 4. In the Messaging Applet web site properties window, go to the Home Directories tab.
- 5. In the Application Settings section, in the Execute Permissions field, select the Script only option.

Directory Security HTTP Headers Custom Err			Custom Error	rs ASP.NET
Web Site Performance ISAPI Filters Home Directory Document				
The conter	nt for this res	ource should come from:		
	• P	A <u>d</u> irectory located on this	s computer	
	C A share located on another computer			
	O 4	A redirection to a URL		
Local paths	L.			Province
Lo <u>c</u> arpaur:		(Incepab)(mmm.ood		browse
Scrip <u>t</u> s	ource access	: 🗹 Log	<u>i v</u> isits lev this recourse	
IV <u>R</u> ead		l≪ ĭiic	iex this resource	
Director	y browsing			
Application	settings			
Annlineting		Defects Analization		- 1
Application	na <u>m</u> e:	Derault Application		Remove
Starting poi	nt:	<messaging applet=""></messaging>		Carlin making 1
	rmissions:	Scripts only	-	coninguration
Execute per				
Execute per	man ha abla a c	IMedium (Pooled)	-	unipad
Execute <u>p</u> e Applicatio <u>n</u>	protection:	j		
Execute ge Applicatio <u>n</u>	protection:	J		

Configure the execute permission

6. In the same section, click the **Configurations** button.

The Application Configuration window opens, where you need to add mappings for .controller and .egain extensions.

7. In the Mappings tab, click the Add button.



Click the Add button

- 8. In the Add/Edit Application Extension Mapping window that opens, provide the following details:
 - **Executable:** Provide the path to the file containing the WebLogic plugin for IIS. For example, *Drive_Name*\Inetpub\wwwroot\cisco\iisproxy.dll
 - Extension: Provide the extension as .egain.
 - Verbs: Select the Limit to option. As values provide: Get, Head, Post, and Trace.
 - Script engine: Select the option.
 - Verify that files exists: Clear the option.

Click OK.

Add/Edit Applicati	on Extension Mapping
Executable:	c:\Inetpub\wwwroot\cisco\iisproxy.dll
Extension:	.egain
Verbs	
 Limit to: 	GET, HEAD,POST, TRACE
Script engine	OK Cancel Heln
i veriry that file e	

Configure the properties for the .egain extension

9. In the **Mappings** tab, click the **Add** button again. Then, repeat step 8 (page 68) to add the .controller extension. Make sure that in the **Extension** field you specify the .controller extension.

Add/Edit Applicati	on Extension Mapping	×
Executable:	C:\Inetpub\wwwroot\cisco\iisproxy.dll	Browse
Extension:	.controller	
Verbs		
C <u>A</u> ll verbs		
Limit to:	GET, HEAD, POST, TRACE	
 Script engine Verify that file ending 	exists OK Cancel	Help

Configure the properties for the .controller extension

Creating virtual directories

For the Messaging Applet web site create virtual directories corresponding to the business partition and the system partition. If you have installed more than one business partition, then create a virtual directory for each additional partition. The names of the virtual directories should be the same as configured in the default web site.

To create a virtual directory:

- 1. Go to Start > Settings > Control Panel > Administrative Tools > Internet Information Services.
- 2. Browse to Web Sites.
- 3. Right-click the Messaging Applet web site. Click New > Virtual Directory.

The Virtual Directory Creation Wizard is launched.

4. When the Welcome window appears, read the installation instructions. Click Next.

5. In the Virtual Directory Alias window, provide the name of the virtual directory. The name should be the same as configured in the default web site. Click **Next.**

Virtual Directory Creation Wizard	×
Virtual Directory Alias Specify a short name, or alias, for this virtual directory.	
Type the alias you want to use to gain access to this Web virtual same naming conventions that you would for naming a directory.	directory. Use the
<u>A</u> lias: Alias_Name	
< <u>B</u> ack <u>N</u>	ext > Lancel

Provide the name for the virtual directory

6. In the Web Site Content Directory window, browse to the eService folder in the Cisco home directory. For example, *Cisco_Home*\eService. In a distributed installation, you have to provide the path to the Unified WIM and Unified EIM home directory of the File Server. For example,

\\File_Server_Name\Cisco_Home\eService. Click Next.

eb Site Content Directory		6
Where is the content you want to	publish on the Web site?	4
Enter the path to the directory tha	t contains the content for this Web s	ite.
Path:		
C:\CIM\eService		Browse

Browse to the Cisco home directory

- 7. In the Virtual Directory Permissions window, select the following options:
 - Read
 - Run scripts (such as ASP)

Click Next.

Virtual Directory Creation Wizard	×
Virtual Directory Access Permissions Set the access permissions for this virtual directory.	
Allow the following permissions:	
Eead Eun <u>scripts (such as ASP)</u> Execute (such as ISAPI applications or CGI) Write Browse	
To complete the w izard, click Next . < <u>B</u> ack <u>N</u> ext >	Cancel

Configure the access permissions

- 8. In the next window, click the Finish button to complete the configuration process.
- 9. Make sure that the permissions configured for this virtual directory are the same as configured for the corresponding virtual directory of the default web site. Follow all the steps in "Changing security credentials for network directory" on page 62. In step 2, make sure you select the Messaging Applet web site.

Repeat the process for creating additional virtual directories.

Configuring the Applet host setting

After configuring the new web site, and acquiring the security certificate for the web site, do the final step of configuring the Applet host setting in the master and active databases.

To configure the Applet host setting:

• On the master and active databases, run the following query:

```
Update egpl_pref_globalsettings
set setting_act_val = 'Web_Server_FQDN'
where setting_name = 'Common.messaging.applethost'
```

Where, *Web_Server_FQDN* is:

- The fully qualified domain name of the web server where the messaging applet web site is created, if the installation includes a load balancer.
- The fully qualified domain name of the primary, if the installation does not include a load balancer.

Setting up secure socket layer

Secure Sockets Layer (SSL) is widely used to create a secure communication channel between web browsers and servers. Set up SSL for more secure connections to your Cisco Interaction Manager installation. This is an optional step.

See Chapter 7, "SSL for secure connections" for details of the set up procedure.

Separating the web server from the application server

Perform these tasks only if you installed the web server and the application server on the same machine and now you want to separate the two servers. The procedure for separating the web server from the application server involves installing web server components on a separate server and then changing the value of the Common.messaging.applehost setting in the master and active databases.

To separate the web server from the application server:

- 1. First, install the web server. For details, see "Installing the web server" on page 50.
- On the master and active databases, run the following query:

```
Update egpl_pref_globalsettings
set setting_act_val = 'Web_Server_FQDN'
where setting_name = 'Common.messaging.applethost'
```

Where, *Web_Server_FQDN* is:

- The fully qualified domain name of the web server where the messaging applet web site is created, if the installation includes a load balancer.
- > The fully qualified domain name of the primary, if the installation does not include a load balancer.

Starting and stopping Cisco Interaction Manager

To start Cisco Interaction Manager:

In the NT Services panel, start Cisco Service to start all Cisco Interaction Manager services. If it is a distributed-server installation, first start the Cisco Service on the services server and then on each application server. After starting Cisco Service, wait for five minutes before you attempt to log in to the product.

To stop Cisco Interaction Manager:

In the NT Services panel, stop the Cisco Service to stop all Cisco Interaction Manager services. If it is a distributed-server installation, stop the Cisco Service on the services server and on each application server. After stopping the service, ensure that all associated java, javaw, cmd, and rmid processes are terminated. Then wait for five minutes before you start the service again.

Logging in to the business partition

The common system partition as well as the first business partition are created during the installation.

Logging in from Internet Explorer

To log in to the business partition:

- Type the URL http://Web_Server/Partition_Virtual_Directory in your browser, where Web_Server is your web server and Partition_Virtual_Directory is the virtual directory created for this partition. During the installation, you are prompted to provide the virtual site name in the Partition Administrator Account and Partition window. If you have configured the web server to use SSL, then the URL is https://Web_Server/Partition_Virtual_Directory.
- 2. In the Login window, type the user name and password you had set up for the partition administrator in the Partition Administrator Login Parameters window during the installation. Click the **Log In** button.

Logging in from Cisco Agent Desktop Embedded Browser

This release of Unified WIM and Unified EIM can also be used with the embedded browser in Cisco Agent Desktop (CAD).

See CAD documentation for details about configuring a new task button in CAD to launch Unified WIM and Unified EIM using a URL. The URL is http://Web_Server/Partition_Virtual_Directory. If you have configured the web server to use SSL, then the URL is https://Web_Server/Partition_Virtual_Directory.

Make sure that Unified WIM and Unified EIM is configured to run in its own browser tab, uninterrupted by other browser applications.
Configuring some important settings

Settings allow you to configure various aspects of Unified WIM and Unified EIM. Some settings are configured at the partition level, while others have to be set up for each department.

In this section, we describe certain settings that should be configured soon after installation. These settings are of two types:

- 1. **Mandatory settings:** These settings must be configured before using Unified WIM and Unified EIM. These include the settings related to ESMTP protocol, which must be configured if you are using ESMTP protocol for exception and spam emails and notifications.
- 2. **Optional settings:** Although it is not mandatory to change these settings, you are likely to feel the need to configure them for your business.

Mandatory settings

At the partition level

Make sure you configure the following settings for each partition.

- Default SMTP server
- Notifications mail SMTP Server
- Notifications mail redirection from address
- Notifications mail redirection to address

Configure the following partition-level settings only if you use ESMTP protocol for exception and spam emails and notifications.

- Exception mails SMTP user name
- Exception mails SMTP password
- SPAM mails SMTP user name
- SPAM mails SMTP password
- Notification mails SMTP user name
- Notification mails SMTP password

At the department level

Configure the following setting for each department.

Default From address for alarm

Optional settings

Although it is not mandatory to change these settings, you are likely to feel the need to configure them for your business.

At the partition level

- Customer departmentalization
- Deletion time out
- Exception email SMTP
- Exception mail redirection to address
- Exception mail redirection from address
- Expiry time for auto pushback
- Inactive time out
- SPAM mail SMTP Server
- SPAM mail redirection from address
- SPAM mail redirection to address

At the department level

Business calendar time zone

Uninstalling Cisco Interaction Manager

To ensure that critical data is not lost, the program does not uninstall the following components:

- ► The database
- > The Storage folder on the file system.

To uninstall Cisco Interaction Manager:

- 1. Go to Start > Settings > Control Panel.
- 2. Double-click Add/Remove Programs.
- 3. From the list of currently installed programs, select **Cisco Unified Web and E-Mail Interaction Manager** and click **Remove.**

4. In the Uninstall Cisco Interaction Manager window, click the Uninstall button.



Click the Uninstall button

5. On the database server, go to the SQL Enterprise Manager and delete the database manually, if required.

Additional partitions

- About partitions
- Installing business partitions

The System partition and the first business partition are installed by default. You can create additional business partitions with the installation program. This chapter describes the procedure for installing and configuring a new business partition.

About partitions

As Unified WIM and Unified EIM is designed for enterprise-wide deployments, a single installation can be used by various independent or semi-independent business units in an organization. You can easily set up Unified WIM and Unified EIM to mirror the structure of your business.

A Unified WIM and Unified EIM installation can have one or more business partitions, which are meant to be used as independent units. While the hardware and software is common for all partitions, system resources and business objects are stored and managed separately for each partition. Partitions are ideal for organizations where business units (or clients, in the case of an outsourced services provider) do not need to share customer, interaction, or product information.

The installation program creates the System partition and a single-department business partition. You can create additional business partitions by using the installation program. Create additional partitions if you:

- Want complete segregation of data between business units in your enterprise.
- Are an outsourcing or application service provider, and want to serve multiple customers from a single installation.

Installing business partitions

Important: Before installing the new partition ensure that Unified WIM and Unified EIM is installed and it is running.

To create a new business partition:

- 1. On the file server, run Setup.exe from the Application CD.
- 2. When the Introduction window appears, read the installation instructions.

3. In the License Agreement window, review the licensing terms agreement select the **I accept the terms of the License Agreement** option.

	License Agreem		
Introduction License Agreement Installation Options Prerequisites Cisco Parameters Database Parameters Summary	TERMS AND CONDITIONS OF USE IMPORTANT: THE USE OF THE CISCO INTERACTION MANAGER SOFTWARE IS CONTINGENT UPON YOUR EXPRESS AGREEMENT TO BE BOUND BY THE TERMS AND CONDITIONS OF THIS AGREEMENT OR A SOFTWARE LICENSE AND SERVICES AGREEMENT EXECUTED BY YOU AND CISCO SYNEMI. BY CLICKING THE "ACCEPT" BUTTON BELOW YOU AGREE TO BE OUND BY THE TERMS OF THAS AGREEMENT. IN FYOU ARE ALREADY A SIGNATORY TO A VALID AND SOFTWARE LICENSE AND SERVICES AGREEMENT WITH CISCO SYNEMIS. THE TERMS OF THAT AGREEMENT SHALL GOVERN YOUR USE OF THE TESTS OF THAT		
Installation Complete	I] License : Subject to the terms and conditions of the Agreement, Cisco Systems ("Cisco") grants the Licensee a non-exclusive, non-transferable, license to install, execute, display and otherwise use Cisco's Cisco Interaction Manager		
	 I accept the terms of the License Agreement I do NOT accept the terms of the License Agreement 		

Read and accept the terms of the License Agreement

4. In the Installation Options window, select the **Partition** option.

📲 Cisco Interaction Manager			
		Installation Opt	ions
Introduction	Feature Set:	Custom	~
License Agreement Installation Options Prerequisites Cisco Parameters Database Parameters Burmary	File Ser Applical Web Se Service Databa	ver tion Server rver Server Se	~
 Installing Cisco Server Installation Complete 	Description	n	
	Partition This option v Cisco Intera the Cisco Int created succ	will install and configure a new partition. Make sure t ction Manager application is up and running. Restar eraction Manager application after the partition is sessfully.	hat t
InstallAnywhere by Macrovision – Cancel	·	Sack Next	>

Select the Partition option

- 5. In the Web Server Parameters window, provide the following details:
 - User name to connect to File server share: Type the user name to connect to file server share. The user name is the domain name of the user account created exclusively for Unified WIM and Unified EIM. For details, see "Setting up user accounts and permissions" on page 16.
 - Password to connect to File server share: Type the password to connect to file server share.

📲 Cisco Interaction Manager		
 Introduction License Agreement Installation Options Prerequisites Cisco Parameters Buthase Parameters Summary Installation Complete 	Web : Username to connect to File server share Password to connect to File server share Verify connect password	DomainNameWserNar
InstallAnywhere by Macrovision — Cancel	- 	ick Next >

Provide web server parameters

- 6. In the Cisco Partition Administrator Account and Partition window, create the partition administrator user account and the partition. Provide the following:
 - User name: User name for the partition administrator.
 - **Password:** Password for the partition administrator.
 - Verify password: Verify the password.
 - **Partition name:** Name for the partition. This name will be part of the URL that users will use to log in to Cisco Interaction Manager: http://Host_Name/Partition_Name. Make sure that the name does not contain any spaces.
 - Description of partition: Description for the partition.

📲 Cisco Interaction Manager		
	Cisco Partition Administra	tor Account and Partition
 Introduction License Agreement Installation Options Prerequisites Cisco Parameters Database Parameters Summary Installing Cisco Server Installation Complete 	User name Password Verify password Partition name Description of partition	pa ** Additional Additional partition
InstallAnywhere by Macrovision — Cancel		< Back Next >

Create the partition administrator user account and the partition

7. In the Partition Database Parameters window provide the following details:

Important: Partition database should be created on the same database server as the master database.

- Server name: Name of the local or remote server on which your MSSQL database is installed.
- **Database name:** Name of the master database. The installation program creates a database with the name you type here.

Important: Make sure you provide the DNS host name and not the IP address of the server. If you don't provide the host name, the installation will fail.

- Database listener port: Port number of the MSSQL Server.
- **Datafile path:** Path of the folder on the database server, where you want to create the data file. For example, *MSSQL_Home*\MSSQL\Data.
- Datafile initial size (MB): Minimum size of the data file for the database.
- Datafile maximum size (MB): Maximum size of the data file for the database.
- **Datafile increment size (MB):** Additional file size limit that will be allocated to a database object after the initial size is full.
- Logfile initial size (MB): Minimum size of the log file.
- Logfile maximum size (MB): Maximum size of the log file.
- Database administrator user name: User name of the database administrator for MSSQL Server.
- Database administrator password: Password of the database administrator.
- **Cisco Database user name:** User name required for connecting to the Unified WIM and Unified EIM database. The installation program creates the database and its user.
- Cisco Database password: Password for the Unified WIM and Unified EIM database user.

📲 Cisco Interaction Manager		
	Partition	Database Parameters
 Introduction License Agreement Installation Options Prerequisites Cisco Parameters Database Parameters Burnmary Installing Cisco Server Installation Complete 	Server name Database name Database listen port Datafile path Datafile initial size (MB) Datafile maximum size (MB) Logfile initial size (MB) Logfile initial size (MB) Datafile maximum size (MB)	DatabaseServerName eGActiveDB 1433 c:VProgramFileWicrosc 2048 Unlimited 500 1024 Unlimited sa
InstallAnywhere by Macrovision —		
Cancel		< Back Next >

Provide partition database parameters

- 8. Review the information displayed in the Summary window, and click Install.
- 9. In the Install Complete window, click Finish to complete the installation process.

Important: If SSL is configured for the application, then for each new partition, you need to create a virtual directory in the Applet Messaging web site. For details see "Creating virtual directories" on page 68.

Archives

- About archives
- Setting up the archive for a partition

About archives

Data is stored in the active database. With time, the size of the data usually increases to a point where it begins to affect the performance of the system. Hence, it is important that data that is not in use anymore is stored somewhere other than the active database.

Archiving is a systematic process which moves the data from the active database to the archive database. Periodic archiving helps to keep the size of the active database within prescribed levels, thereby improving the performance of the system.

Archives can be set up for all partitions except the system partition. The application's installation program helps you install archives. You can install them while installing the application or creating a new partition. You can also choose them later—in that case, make sure that the file server is properly installed.

Setting up the archive for a partition

Enabling network DTC access

If you are installing the archive database on a server other than the partition database server, you need to first enable network DTC access on the partition database server and the archive database server.

To enable network DTC access:

- 1. Go to **Start > Settings > Control Panel.**
- 2. Double-click Add/Remove Programs.
- 3. In the Add/Remove Programs window, click the Add/Remove Windows Components button.

🙀 Add/Remov	e Programs		
12	Currently installed programs:	Sort by: Name	•
Change or	Adobe Acrobat 5.0	Size	79.0MB 📥
Remove Programs	Adobe FrameMaker v6.0	Size	59.9MB
	📿 Adobe Type Manager 4.1	Size	984KB
22	AT&T Global Network Dialer	Size	2.52MB
Add New	a Google Toolbar for Internet Explorer	Size	736КВ 🔜
Programs	Java 2 Runtime Environment Standard Edition v1.3.1	Size	22.1MB
	Java 2 Runtime Environment, SE v1.4.1_02	Size	1.19MB
Add/Remove	📩 Java Web Start	Size	2.05MB
Windows	McAfee VirusScan	Size	12.8MB
Components	🍠 Microsoft Office 2000 SR-1 Premium	Size	401MB
(C	🛃 Microsoft Project 2000	Size	48.5MB
Set Dreaman	Nicrosoft Visio 2000 (IE)	Size	916KB
Access and	🚅 MindManager X5	Size	46.7MB
Defaults	TRANSFORMENT OF A DESCRIPTION OF A		.

Click the Add/Remove Windows Component button

4. In the Windows Components window, select the Application Server option and click the Details button.



Select the Application Server option

5. In the Application Server window, select Enable network DTC access and click OK.

Application Server	×
To add or remove a component, click the check box. A shaded box of the component will be installed. To see what's included in a compo	means that only part onent, click Details.
Subcomponents of Application Server:	
🗹 🃸 Application Server Console	0.0 MB 👝
ASP.NET	0.0 MB
Enable network COM+ access	0.0 MB
Enable network DTC access	0.0 MB
Internet Information Services (IIS)	26.9 MB
🗌 🚅 Message Queuing	6.5 MB
Description: Allow your DTC process to participate in network trans	actions.
Total disk space required: 3.3 MB	Details
Space available on disk: 7221.4 MB	
OK	Cancel

Select the Enable network DTC access option

6. In the Windows Components Wizard, click Next and then click Finish.

Setting up the archive

To set up the archive:

- 1. On the file server, run Setup.exe from the Application CD.
- 2. When the Introduction window appears, read the installation instructions.

3. In the License Agreement window, review the licensing terms agreement select the **I accept the terms of the License Agreement** option.

Introduction License Agreement Installation Options Prerequisities Cisco Parameters Database Parameters Summary Summary Installation Complete Installatio		License Agreemer		
Database Parameters Unstallation Complete Un	Introduction License Agreement Installation Options Prerequisites Cisco Parameters	TERMS AND CONDITIONS OF USE IMPORTANT: THE USE OF THE CISCO INTERACTION MANAGER SOFTWARE IS CONTINGENT UPON YOUR EXPRESS AGREEMENT TO BE BOUND BY THE TERMS AND CONDITIONS OF THIS AGREEMENT OR A SOFTWARE LICENSE AND SERVICES AGREEMENT EXECUTED BY YOU AND CIRCO Systems. BY CLICKING THE "ACCEPT" BUTTON BELOW YOU AGREE TO BE DOUND BY THE TERMS OF THIS AGREEMENT. IF YOU ARE	^	
install, execute, display and otherwise use Cisco's Cisco Interaction Manager	Database Parameters J Summary I Installing Cisco Server I Installation Complete	AJREADY A STEWATORY TO A VALID AND SOFTWARE LICENSE AND SERVICES AREEMENT WITH Cisco Systems. THE TERMS OF THAT AGREEMENT SHALL GOVERN YOUR USE OF THE CISCO INTERACTION MANAGER SOFTWARE. 1] License : Subject to the terms and conditions of the Agreement, Cisco Systems ("Cisco") grants the Licensee a non-exclusive, non-transforable, license to		
I do NOT accept the terms of the License Agreement		Initial, execute, display and otherwise use Cisco's Cisco Interaction Manager Image: State of the locate and the locat	~	

Read and accept the terms of the Licence Agreement

4. In the Installation Options window, select the Archive option.

🙀 Cisco Interaction Manager			×
		Installation Option	ıs
 Introduction License Agreement Installation Options Prerequisites Cisco Parameters Database Parameters 	Feature Set: File Ser Applicat Web Se Service: Databas	Custom ver ion Server rver Server se]
Bummary Installing Cisco Server Installation Complete	Partitor Archive Archive Archive This Option v	will create Archive Database for entered Partition.	
InstallAnywhere by Macrovision – Cancel		< Back Next >	

Select the Archive option

- 5. In the Partition Name Parameter window provide the following details:
 - Partition name: Name of the partition for which you want to create the archive database.
 - **Database administrator user name:** User name of the partition database administrator for MSSQL server.
 - Database administrator password: Password of the partition database administrator.

📲 Cisco Interaction Manager		
	Parti	ition Name Parameter
 Introduction License Agreement Installation Options Prerequisites Cisco Parameters Database Parameters Bummary Installing Cisco Server Installation Complete 	Partition name Database administrator user name Database administrator password Verify passoword	default Sa **
InstallAnywhere by Zero G	L	< Back Next >

Provide partition parameters

- 6. In the Archive Database Parameters window provide the following details:
 - Server name: Name of the local or remote MSSQL database server on which your archive database will be installed.

Important: Make sure you provide the DNS host name and not the IP address of the server. If you don't provide the host name, the installation will fail.

- **Database name:** Name of the archive database. The installation program creates a database with the name you type here.
- Database listener port: Port number of the MSSQL Server.
- **Datafile path:** Path of the folder on the database server, where you want to create the data file. For example, *MSSQL_Home*\MSSQL\Data.
- Datafile initial size (MB): Minimum size of the data file for the database.
- Datafile maximum size (MB): Maximum size of the data file for the database.
- **Datafile increment size (MB):** Additional file size limit that will be allocated to a database object after the initial size is full.
- Logfile initial size (MB): Minimum size of the log file.
- Logfile maximum size (MB): Maximum size of the log file.
- Administrator user name: User name of the archive database administrator for MSSQL Server.
- Administrator password: Password of the archive database administrator.
- **Cisco Database user name:** User name required for connecting to the archive database.
- Cisco Database password: Password for the archive database user.

📲 Cisco Interaction Manager		
_	Archi	ve Database Parameters
Introduction	Server name	DatabaseServerName
Installation Options	Database name	eGArchiveDB
Prerequisites	Database listen port	1433
Cisco Parameters	Datafile path	C:\ProgramFiles\Micros
 Database Parameters Summary 	Datafile initial size (MB)	500
Installing Cisco Server	Datafile maximum size (MB)	Unlimited
Installation Complete	Datafile increment size (MB)	10
	Logfile initial size (MB)	50
	Logfile maximum size (MB)	100
	Administrator user name	Sa
	Administrator naseword	**
InstallAnywhere by Macrovision — Cancel		< Back Next >

Provide archive database parameters

- 7. Review the information displayed in the Summary window, and click Install.
- 8. In the Install Complete window, click Finish to complete the installation process.

SSL for secure connections

- Installing a security certificate
- Configuring SSL access
- Configuring the viewing of attachments
- Testing SSL access

Secure Sockets Layer (SSL) is widely used to create a secure communication channel between web browsers and servers. Set up SSL for more secure connections to your Unified WIM and Unified EIM installation by following the procedures described in this chapter.

Installing a security certificate

This section explains the procedures that you must perform to acquire a certificate request. These include:

- Generating a security certificate request
- Submitting the certificate request
- Installing the certificate on the Web Server

Generating a security certificate request

This procedure creates a new certificate request, which is then sent to a Certificate Authority (CA) for processing. If successful, the CA will send back a file containing a validated certificate.

Important: You need to generate the security certificate request for the Default web site and the Messaging Applet web site.

To generate a certificate request:

- 1. Go to Start > Settings > Control Panel > Administrative Tools > Internet Information Services.
- 2. Browse to Web Sites > Web_Site_Name.
- 3. Right-click Web_site_Name and click Properties.
- 4. In the Default Web Site Properties window, go to the Directory Security tab.
- 5. In the Secure communications section, click the **Server Certificate** button to launch the Web Server Certificate Wizard.



Click the Server Certificate button

- 6. In the Welcome to the Web Server Certificate Wizard window, click the Next button.
- 7. In the Server Certificate window, select the Create a New Certificate option. Click Next.

erver Certificate			
I hese are the methods for assigning a	certificate to a Web site.		
Select the method you want to use for t	his web site:		
Create a new certificate.			
C Assign an existing certificate			
C Import a certificate from a Key Mana	ager backup file.		
C Import a certificate from a .pfx file			
C Copy or Move a certificate from a re	mote server site to this s	site.	
	/ Paak	Mout	Canaal

Select the Create a new certificate option

8. In the Delayed or Immediate Request window, select the **Prepare the request now, but send it later** option and click **Next**.

d it later an online certification authority
an online certification authority

Select to prepare the certificate request now and send it later

- 9. In the Name and Security Settings window, provide the following details:
 - Type a descriptive name for the certificate. The wizard uses the name of the current web site by default.
 - Type a bit length for the key.

Click Next.

Type a name	for the new certifica	te. The name shoul	d be easy for you to i	refer to an
remember. Name:				
 Default Web	Site			
Bit lengt <u>h</u> :	1024	•		
	,	_		

Provide the name for the certificate and configure the security settings

10. In the Organization Information window, type the organization name (such as Cisco) and unit (such as Service department). Click **Next**. As this information will be placed in the certificate request, make sure it is accurate.

distinguishes it from other organizations. Select or type your organization's name and your organizational unit. This is typically legal name of your organization and the name of your division or department. For further information, consult certification authority's Web site. grganization: cisco grganizational unit:	Your certificate must include infi	ormation about your organization that
Select or type your organization's name and your organizational unit. This is typically legal name of your organization and the name of your division or department. For further information, consult certification authority's Web site. @rganization: oisco Organizational unit: oisco	distinguishes it from other organi	izations.
legal name of your organization and the name of your division of department. For further information, consult certification authority's Web site. Organization: Cisco Organizational ymit: Cisco	Select or type your organization	's name and your organizational unit. This is typically
For further information, consult certification authority's Web site. (granization: oisco Organizational unit: oisco	legal name of your organization	and the name of your division or department.
Organization: cisco Organizational <u>unit:</u> cisco	For further information, consult of	certification authority's Web site.
Cisco Organizational unit: Cisco	Organization:	
Organizational unit: ciscol		
Giscol	cisco	•
	cisco	•
	cisco Organizational <u>u</u> nit:	
	cisco Organizational <u>u</u> nit: cisco	×
	cisco Organizational <u>u</u> nit: [cisco]	×
	cisco Organizational <u>u</u> nit cisco	×
	cisco Organizational <u>u</u> nit: ciscol	¥ ¥

Provide information about your organization

11. In the Your Site's Common Name window, in the **Common name** field, type the DNS name of the web server. Click **Next**.

IIS Certificate Wizard 🛛 🛛 🗙
Your Site's Common Name Your Web site's common name is its fully qualified domain name.
Type the common name for your site. If the server is on the Internet, use a valid DNS name. If the server is on the intranet, you may prefer to use the computer's NetBIOS name.
If the common name changes, you will need to obtain a new certificate.
Common name:
name
< <u>B</u> ack Next> Cancel

Provide the fully qualified domain name of your web site

12. In the Geographical Information window, provide the location information, and click Next.

IIS Certificate Wizard	×
Geographical Information The certification authority requires the following geographical information.	
Country/Region: US (United States)	
<u>S</u> tate/province:	•
City/Jocality:	-
 State/province and City/locality must be complete, official names and ma abbreviations. 	y not contain
< <u>₿</u> ack <u>N</u> ext>	Cancel

Provide the geographical information

13. In the Certificate Request File Name window, type the file name for the certificate request. The default name and location is c:\certreq.txt. Click Next.

IIS Certificate Wizard Certificate Request File Name Your certificate request is saved as a text file with the file name you specify.	×
Enter a file name for the certificate request. <u>Fi</u> le name:	
c:\certreq.txt	Browse
< <u>B</u> ack <u>N</u> ext >	Cancel

Provide a file name for the certificate request

14. In the Request File Summary window, review the summary and click Next to generate the certificate.

Submitting the certificate request

Go to the companies web site, which issues SSL certificates (such as VeriSign), and submit your certificate request. Make sure you provide the same information as you provided while generating the certificate request. To submit the request, you will need the certificate request file that was generated earlier (page 88).

On completion of the process, the vendor will generate the certificate and send it to you.

Applet web site.

Installing the certificate on the web server

Once you receive the certificate from your vendor, install it on your web server.

Important: You need to install the certificate for the Default web site and the Messaging Applet web site.

To install the certificate on the web server:

- 1. Save a copy of the certificate you received from your vendor on the local machine.
- 2. Go to Start > Settings > Control Panel > Administrative Tools > Internet Information Services.
- 3. Browse to Web Sites > Web_Site_Name.
- 4. Right-click Web_site_Name and click Properties.
- 5. In the web site properties window, go to the Directory Security tab.
- 6. In the Secure communications section, click the **Server Certificate** button to launch the Web Server Certificate Wizard.

efault Web Site Properties				? ×	
Web Site Documents	Performance Directory Security	ISAPI Filters HTTP Head	Hom	e Directory Jstom Errors	
Authentication	Authentication and access control Enable anonymous access and edit the authentication methods for this resource.				
IP address and	IP address and domain name restrictions Grant or deny access to this resource using IP addresses or Internet domain names. Edt Edt				
Secure commu	Secure communications Require secure communications and enable client certificates when this resource is accessed.		<u>S</u> erver Certil <u>V</u> jew Certifi E <u>d</u> it	icate cate	
	ОК	Cancel	Apply	Help	

Click the Server Certificate button

7. In the Welcome to the Web Server Certificate Wizard window, click the Next button.

8. In the Pending Certificate Request window, select the **Process the pending request and install the certificate** option. Click **Next**.

A pending certificate request A pending certificate request is a req authority has not yet responded.	uest to which the certification	
A certificate request is pending What	at would you like to do?	
Process the pending request and	Linstall the certificate	
C Delete the pending request		

Select to process the pending request and install the certificate

9. In the Process a Pending Request window, type the path and file name of the local copy of the certificate. Click **Next**.

ertificate Wizard	×
ccess a Pending Request Process a pending certificate request by retrieving the file that contains the certification authority's response.	
Enter the path and file name of the file containing the certification author	ity's response.
Path and file name:	
C:\Documents and Settings\Administrator\Desktop\certificate.cer	Browse
< <u>B</u> ack <u>N</u> ext>	Cancel

Provide the path and file name of the certificate

10. In the SSL Port window, specify the SSL port for the web site.

IIS Certificate Wizard		×
SSL Port Specify the SSL port for this web site.		
SSL port this web site should use:		
	< <u>B</u> ack <u>N</u> ext> (Cancel

Specify the SSL port

11. In the Certificate Summary window, review the certificate summary and click Next. Click Finish.

The certificate is now installed on the web server.

Configuring SSL access

This procedure uses Internet Services Manager to configure the virtual directory to require SSL for access.

Applet web site.

To configure SSL access:

- 1. Go to Start > Settings > Control Panel > Administrative Tools > Internet Information Services.
- 2. Browse to Web Sites > Web_site_Name.
- 3. Right-click Web_site_Name and click Properties.
- 4. In the web site properties window, go to the Directory Security tab.
- 5. In the Secure communications section, click the Edit button.

ault web sitt	Properties			
Web Site	Performance	ISAPI Filters	Home Directory	
Documents	Directory Security	HTTP Head	ers Custom Errors	
Authenticatio	on and access control			
\$	Enable anonymous acces: authentication methods fo	s and edit the or this resource.	Edit	
IP address a	nd domain name restriction	ns		
Grant or deny access to this resource using IP addresses or Internet domain names.				
			Edįt	
Secure comm	unications			
Require secure communications and enable client certificates when this Server Certificate		Server Certificate		
44419202	resource is accessed.		⊻jew Certificate	
			Edit	
			E <u>d</u> it	

Click the Edit button

6. In the Secure Communications window, select the **Require secure channel (SSL)** and **Require 128-Bit** encryption options. Click **OK**, and then click **OK** again to close the Properties window.

Secure Communications	x
Require secure channel (SSL)	
Require 128-bit encryption	
Client certificates	5
Ignore client certificates	
C Accept client certificates	
C Require client certificates	
Enable client certificate mapping Client certificates can be mapped to Windows user accounts. This allows access control to resources using <u>Edit</u>	
Enable certificate trust list	
<u>C</u> urrent CTL:	
New Edit	
OK Cancel <u>H</u> elp	

Configure the secure communications options

7. Restart the IIS Service. Make sure that both web sites have started.

Clients browsing to this virtual directory must now use HTTPS.

Configuring the viewing of attachments

To enable users to view attachments:

- 1. In Cisco_Home\config\egpl_master.properties:
 - a. Change the value of webtemp.webdir from http://Web_Server/temp to https://Web_Server/temp. Also, verify that the fully qualified domain name of the web server is provided.
 - b. Change the value of Task.Attachment.WebTemp from http://Web_Server/temp to https://Web_Server/temp. Also, verify that the fully qualified domain name of the web server is provided.
 - c. Change the value of Live.Attachment.WebTemp from http://Web_server/temp to https://Web_server/temp. Also, verify that the fully qualified domain name of the web server is provided.
- In Cisco_Home\config\egml_mailconfig.properties change the value of Attachment.WebTemp from http://Web_Server/temp to https://Web_Server/temp. Also, verify that the fully qualified domain name of the web server is provided.

Testing SSL access

To test SSL access to Unified WIM and Unified EIM:

1. Open your web browser.

- Use HTTP in the URL for Unified WIM and Unified EIM. For example, http://web_server/Partition.
 You should see a message asking you to view the page over a secure channel.
- 3. Now use HTTPS in the URL for Unified WIM and Unified EIM. For example, https://web_server/Partition.
- 4. In the security message that appears, click the **View certificate** button.
- After verifying the certificate information, click OK. And then click Yes to proceed to the URL. The Unified WIM and Unified EIM login window appears.

Appendix A: Reference sheet

Configuration details

Additional partition

- □ Yes
- No

Configuration type and option

- $\hfill\square$ Single server
- □ Split server
- □ Distributed server

File server details

#	Item	Value
1.	Location of Unified WIM and Unified EIM home directory	

Database details

#	Item	Value	Notes
1.	System Administrator user name		
2.	System Administrator password		
3.	Partition Administrator user name		

#	ltem	Value	Notes
4.	Partition Administrator password		
5.	Partition name		
6.	Partition description		
	1	1	1
Mast	er database parameters		
7.	Server name		Make sure you provide the DNS host name and not the IP address of the server. If you don't provide the host name, the installation will fail.
8.	Database name		
9.	Database listener port		
10.	Datafile path		
11.	Datafile initial size		
12.	Datafile maximum size		
13.	Datafile increment size		
14.	Logfile initial size		
15.	Logfile maximum size		
16.	Database administrator user name		
17.	Database administrator password		
18.	Unified WIM and Unified EIM Database user name		
19.	Unified WIM and Unified EIM Database password		
Partit	ion Database parameters		
20.	Server name		Make sure you provide the DNS host name and not the IP address of the server. If you don't provide the host name, the installation will fail.
21.	Database name		
22.	Database listener port		
23.	Datafile path		
24.	Datafile initial size		
25.	Datafile maximum size		
26.	Datafile increment size		
27.	Logfile initial size		

#	Item	Value	Notes
28.	Logfile maximum size		
29.	Database administrator user name		
30.	Database administrator password		
31.	Unified WIM and Unified EIM Database user name		
32.	Unified WIM and Unified EIM Database password		

Application server details

#	ltem	Value	Notes
1.	Location of BEA home directory		
2.	Location of WebLogic home directory		
3.	Location of JDK home directory		
4.	Location of file server		
5.	Location of Unified WIM and Unified EIM home directory		
6.	Web server name		Make sure you provide the DNS host name and not the IP address of the server. If you don't provide the host name, the installation will fail.
7.	Services server name		Make sure you provide the DNS host name and not the IP address of the server. If you don't provide the host name, the installation will fail.
WebL	ogic server parameters		
8.	Domain location		
9.	Server name		
10.	User name		
11.	Password		
12.	Listen port		
13.	SSL listen port		
RMI p	arameters		

#	ltem	Value	Notes
14.	RMI registry port		
15.	RMI activation port		
Moote	ar databaan naramatara	, 	
IVIASU	er ualabase parameters		
16.	Server name		Make sure you provide the DNS host name and not the IP address of the server. If you don't provide the host name, the installation will fail.
17.	Database name		
18.	Database listen port		
19.	Unified WIM and Unified EIM Database user name		
20.	Unified WIM and Unified EIM Database password		
Partit	ion database parameters		
	•		
21.	Server name		Make sure you provide the DNS host name and not the IP address of the server. If you don't provide the host name, the installation will fail.
22.	Database name		
23.	Database listen port		
24.	Unified WIM and Unified EIM Database user name		
25.	Unified WIM and Unified EIM Database password		

Unified CCX Data Integration Wizard details

#	ltem	Value	Notes
1.	Unified CCX Main Server		
2.	Unified CCX HA Server		
3.	Unified CCX Master Listener TCP Port	994 (default)	
4.	Unified CCX RmCm TCP Port	42027 (default)	

Web server details

#	Item	Value	Notes
1.	File server name		Make sure you provide the DNS host name and not the IP address of the server. If you don't provide the host name, the installation will fail.
2.	User name to connect to file server share		
3.	Password to connect to file server share		
4.	Application server name		Make sure you provide the DNS host name and not the IP address of the server. If you don't provide the host name, the installation will fail.

Services server details

#	ltem	Value	Notes
1.	Location of JDK home directory		
2.	Location of Unified WIM and Unified EIM home directory		
3.	File server name		Make sure you provide the DNS host name and not the IP address of the server. If you don't provide the host name, the installation will fail.

Archive details

#	ltem	Value	Notes		
Partit	ion parameters				
1.	Partition name				
2.	Database administrator user name				
3.	Database administrator password				
Archi	ve database parameters				

#	Item	Value	Notes
4.	Server name		Make sure you provide the DNS host name and not the IP address of the server. If you don't provide the host name, the installation will fail.
5.	Database name		
6.	Database listener port		
7.	Datafile path		
8.	Datafile initial size		
9.	Datafile maximum size		
10.	Datafile increment size		
11.	Logfile initial size		
12.	Logfile maximum size		
13.	Administrator user name		
14.	Administrator password		
15.	Unified WIM and Unified EIM Database user name		
16.	Unified WIM and Unified EIM Database password		

Additional partition details

#	ltem	Value	Notes			
Web	Web server Parameters					
1.	Username to connect to File server share					
2.	Password to connect to File server share					
Cisco	Partition Administrator Account and Partition					
3.	User name					
4.	Password					
5.	Partition name					
6.	Description of partition					

#	ltem	Value	Notes
Partition Database parameters			
7.	Server name		Make sure you provide the DNS host name and not the IP address of the server. If you don't provide the host name, the installation will fail.
8.	Database name		
9.	Database listener port		
10.	Datafile path		
11.	Datafile initial size (MB)		
12.	Datafile maximum size (MB)		
13.	Datafile increment size (MB)		
14.	Logfile initial size (MB)		
15.	Logfile maximum size (MB)		
16.	Database administrator user name		
17.	Database administrator password		
18.	Unified WIM and Unified EIM Database user name		
19.	Unified WIM and Unified EIM Database password		

Appendix B: Path to Maintenance Release 4.2(5)

The following flowchart depicts the various tasks that must be completed to get to MR 4.2(5).



